

Avaya Aura Core Component Support

Sunshine Learning & Technologies, designed, this five-day Instructor Led offer is for Tier 2 technicians and Avaya Associates, Partners, and Customers who are responsible for the day-to-day troubleshooting and support of the core products in the Avaya Team Engagement Solution. The core products include Avaya Aura System Manager, Avaya Aura Session Manager, Avaya Aura Communication Manager, and Avaya Aura Media Server. Our experts designed this offer for those individuals who are attempting to earn the ACSS - Avaya Aura Core Components credential. Learners issued with the Avaya Aura Core Components Support (ACSS – 7220) credential demonstrated an advanced level of proficiency of troubleshooting, maintenance and administration capabilities to efficiently and accurately resolve customer's communication issues specific to an Avaya Solution.

Avaya Aura Core Component Support curriculum is as follows:

ACSS skills let the candidate has an advanced level of technical proficiency necessary to deliver installation, configuration, administration, maintenance and troubleshooting support for Avaya products. ACSS skillsets candidates typically have a minimum of 4 years' experience in the relevant technologies and up to 2 years' experience in supporting the Avaya product. The candidate can apply knowledge and skills to:

- Demonstrate product architecture knowledge (components, features and functions)
- Install the product hardware and software
- Test, validate, and troubleshoot the implementation
- Configure the product for hand-off to Day 2 administration
- Administer, maintain, and troubleshoot intermediate to advanced configurations
- Interpret and resolve customer technical issues related to the products and components