

Avaya Aura Communication Manager Deployment & Administration

Sunshine Learning & Technologies, moulded five-day Instructor Led offer is for individuals responsible for the administration of Avaya Aura Communication Manager.

Delivered to the learner's desktop with remote access to lab equipment, this offer consists of a combination of interactive instructor lectures followed by practical lab exercises on the Avaya Aura Communication Manager release 8.0. Students have the opportunity to ask questions and participate in discussions during lectures and lab exercises.

Curriculum for "Avaya Aura Communication Manager Deployment & Administration" Course is as follows:

Module 1. Communication Manager System

- Communication Manager (CM)
- Hardware
- Duplication and survivability
- Interfaces for administration
- System Management Interface (SMI)
- License settings in the lab

Module 2. Administration of CM

- System Access Terminal (SAT) command structure
- Determine CM software release
- Capacity limits of license

Module 3. Managing Endpoints

- Endpoints
- Adding digital and analog endpoints
- Adding IP endpoints (H.323 and SIP)

Module 4. Basic Features

- Feature Access Code (FAC) list
- Terminal Translation Initialization (TTI)
- Class of Service (COS)
- Console permissions
- Class of Restriction (COR)

Module 5. Enhanced Features

- Call park
- Station Lock

Module 6. Group Features

- Call Pickup

Module 7. Maintenance/Security

- Alarms and errors
- Reset Levels
- Maintenance commands
- Security

Module 8. System Status and Reports

- Real-time monitoring
- Reports

Module 9. System and Session Manager Configuration for SIP Clients