
Avaya Aura® Communication Manager Administration

Duración: 5 Días **Código del Curso: 5U000411**

Temario:

In this course, you will learn to perform Communication Manager (CM) administration tasks. You will cover basic features and functions, creating a dial plan, setting up class of service (COS) and class of restrictions (COR), administering endpoints, performing system maintenance, and generating system reports. This course addresses CM release R5.2x through R6.2

Dirigido a:

Avaya employees, partners, and customers responsible for software configuration of the Avaya Communication Manager

Objetivos:

- Avaya configuration and solutions with Avaya Aura
 - Hardware components
 - System duplication and backup options
 - Types of telephones
 - Important boards and media modules
 - Use Avaya Site Administration to manage:
 - Dial plan and feature access codes
 - Analog and digital stations
 - IP stations
 - Call park, bridged call appearance, and other basic features
 - COS and COR
 - Abbreviated dialing
 - Call forwarding
 - Call coverage
-

Contenido:

Communication Manger System

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

Administration of CM

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

Managing Endpoints

- Endpoints
- Adding digital and analog endpoints

Basic Features

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

Enhanced Features

- Call park
- Station Lock

Group Features

- Call Pickup

Maintenance/Security

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

System Status and Reports

- Real-time monitoring
- Reports Labs

Lab 1: Avaya Site Administration - ASA

Lab 2: PuTTY

Lab 3: Authentication, Authorizations, and Accounting (AAA) Services

Lab 4: Dial Plan

Lab 5: IP Telephones

Lab 6: Personal Station Access (PSA)

Lab 7: Copy, Alias, and Delete

Lab 8: Hold/Transfer Calls

Lab 9: Conference

Lab 10: Automatic Callback

Lab 11: Call Forwarding

Lab 12: Priority Calling

Lab 13: Calling Permissions

Lab 14: Service Observing

Lab 15: Bridged Call Appearance

Lab 16: Team Button

Lab 17: Hunt Group

Lab 18: Call Coverage

Lab 19: Abbreviated Dialing

Lab 10: Back Up (CM translations)

Más información:

Para más información o para reservar tu plaza llámanos al (34) 91 425 06 60

info.cursos@globalknowledge.es

www.globalknowledge.es

Global Knowledge Network Spain, C/ Retama 7, 6ª planta, 28045 Madrid