
Avaya Aura® Communication Manager Administration

Duration: 5 Days **Course Code: 5U00051K**

Overview:

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 R6.3.

Target Audience:

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

Objectives:

- 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
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Prerequisites:

- Avaya Aura® Communication Manager Fundamentals (ATI01672VEN)
- Avaya Aura® Communication Manager and CM Messaging - Embedded Implementation (4U00030)

Testing and Certification

This course is part of the following programs or tracks:

Avaya Certified Support Specialist (ACSS) - Avaya Aura®
Communication
Manager and CM Messaging - Embedded

Avaya Certified Support Specialist (ACSS) - Avaya Aura® Call Center
Elite
Course Outline

Content:

Communication Manager System

- Communication Manager (CM)
- Hardware
- Duplication and survivability
- Interfaces for administrationSystem 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 20: Back Up (CM translations)

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

info@globalknowledge.co.uk

www.globalknowledge.co.uk

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK