AVAYA AURA® COMMUNICATION MANAGER ADMINISTRATION R7

Course Code: 4872

Learn the roles and user features of Avaya Aura Communication Manager (CM) 7.0 in the Avaya Aura core.

This five-day course is designed for individuals responsible for the administration of the Avaya Aura Communication Manager (CM) on Release 7.0. This course consists of a combination of interactive instructor lectures followed by practical lab exercises on the Avaya Aura CM Release 7.0.

What You’ll Learn

- Role of Communication Manager (CM) in the Avaya Aura Core
- Communication Manager Architecture
- Role of System Manager in administering Communication Manager
- Role of alternative administration interfaces such as Avaya Site Administration (ASA)
- Purpose of the Communication Manager Dial Plan
- Purpose of CM Feature Access Codes (FAC)
- CM Station and User Administration
- CM group features such as Hunt Groups and Pick up groups
- CM Call Treatment options such as Call Coverage and Call Forward

Who Needs to Attend

Individuals responsible for the administration of Communication Manager and programming CM through the System Manager interface on Release 7.0
AVAYA AURA® COMMUNICATION MANAGER ADMINISTRATION R7

Course Code: 4872

| Classroom Live | $3,895 USD | 5 days |

Classroom Live Outline

1. Various Communication Manager Access Interfaces
2. Create an Administrator Account with Specific Permissions
3. Program and Administer Communication Manager through System Manager
4. Program the Dial Plan Analysis and Feature Access Codes
5. Build Analog, Digital and H.323 IP Station Users in CM
6. Program and Verify Class of Restriction, Facility Restriction Level, and Class of Service
7. Administer and Register the One-x Communicator and Make Calls
8. Program a Variety of CM Features and Test
9. Write a Vector for Meet Me Conference
10. Build H.323 IP Trunks to a Pre-Configured CM
11. Program CM Call Routing Including Automatic Route Selection (ARS), Automatic Alternate Routing (AAR); Uniform Dial Plan (UDP) and Route Patterns
12. Backup of CM from SMI
13. Security and Real Time Reporting Commands in CM
14. CM Reports and Reset Commands

Classroom Live Labs

Lab 1: Identify CM Access Interfaces
Lab 2: Create an Administrator Account
Lab 3: Administer CM from SMGR
Lab 4: Administer Dial Plan and FAC
Lab 5: User Admin
Lab 6: Verify COR, FRL and COS  
Lab 7: Administer One-x communicator and make calls  
Lab 8: Feature Programming and testing  
Lab 9: Meet me Conference Vector  
Lab 10: Build H.323 IP trunks to a pre-configured CM  
Lab 11: Administer AAR/ARS/UDP - program and test  
Lab 12: Backup of CM from SMI  
Lab 13: Security and Real Time Reporting  
Lab 14: CM Reports and Reset Commands

Aug 19 - 23, 2019 | 8:30 AM - 4:30 PM | WASHINGTON, DC  
Sep 23 - 27, 2019 | 8:30 AM - 4:30 PM | DALLAS, TX  
Oct 21 - 25, 2019 | 8:30 AM - 4:30 PM | DALLAS, TX  
Nov 11 - 15, 2019 | 8:30 AM - 4:30 PM | WASHINGTON, DC
Virtual Classroom Live Outline

1. Various Communication Manager Access Interfaces
2. Create an Administrator Account with Specific Permissions
3. Program and Administer Communication Manager through System Manager
4. Program the Dial Plan Analysis and Feature Access Codes
5. Build Analog, Digital and H.323 IP Station Users in CM
6. Program and Verify Class of Restriction, Facility Restriction Level, and Class of Service
7. Administer and Register the One-x Communicator and Make Calls
8. Program a Variety of CM Features and Test
9. Write a Vector for Meet Me Conference
10. Build H.323 IP Trunks to a Pre-Configured CM
11. Program CM Call Routing Including Automatic Route Selection (ARS), Automatic Alternate Routing (AAR); Uniform Dial Plan (UDP) and Route Patterns
12. Backup of CM from SMI
13. Security and Real Time Reporting Commands in CM
14. CM Reports and Reset Commands

Virtual Classroom Live Labs
Lab 1: Identify CM Access Interfaces
Lab 2: Create an Administrator Account
Lab 3: Administer CM from SMGR
Lab 4: Administer Dial Plan and FAC
Lab 5: User Admin
Lab 6: Verify COR, FRL and COS
Lab 7: Administer One-x communicator and make calls
Lab 8: Feature Programming and testing
Lab 9: Meet me Conference Vector
Lab 10: Build H.323 IP trunks to a pre-configured CM
Lab 11: Administer AAR/ARS/UDP - program and test
Lab 12: Backup of CM from SMI
Lab 13: Security and Real Time Reporting
Lab 14: CM Reports and Reset Commands

<table>
<thead>
<tr>
<th>Dates</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul 8 - 12, 2019</td>
<td>9:30 AM - 5:30 PM EST</td>
</tr>
<tr>
<td>Jul 15 - 19, 2019</td>
<td>11:30 AM - 7:30 PM EST</td>
</tr>
<tr>
<td>Aug 19 - 23, 2019</td>
<td>8:30 AM - 4:30 PM EST</td>
</tr>
<tr>
<td>Sep 23 - 27, 2019</td>
<td>9:30 AM - 5:30 PM EST</td>
</tr>
<tr>
<td>Oct 21 - 25, 2019</td>
<td>9:30 AM - 5:30 PM EST</td>
</tr>
<tr>
<td>Nov 11 - 15, 2019</td>
<td>8:30 AM - 4:30 PM EST</td>
</tr>
</tbody>
</table>
AVAYA AURA® COMMUNICATION MANAGER ADMINISTRATION R7
Course Code: 4872

PRIVATE GROUP TRAINING                5 days

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

Date created: 6/17/2019 11:08:49 PM
Copyright © 2019 Global Knowledge Training LLC. All Rights Reserved.