Avaya Integrating and Configuring IP Office™ Platform Workshop (Release 11)

Course code: 77200V

Course standard price:
EUR 1800.00 (including training materials, lunch and refreshments) per student
Avaya Business Partner Price.

Course duration: 5 days (starting 9:30am to 5.30 pm)

Delivery media: instructor led- classroom training

Course synopsis:
This 5-day Instructor Led class is designed for individuals responsible for the implementation skills they need to customize and administer an IP Office™ Platform solution and those preparing for the ACIS–Avaya Midmarket Team Engagement Solutions or ACSS– IP Office™ Platform credential. Delivered in a classroom setting with access to lab equipment, this offer consists of a combination of interactive instructor lectures followed by practical lab exercises.

To earn the ACIS - Avaya IP Office™ Platform credentials, the candidate must pass 77200X - Avaya IP Office™ Platform Basic Integration and Configuration Exam. Professional Specialist credentials ACIS will use Pearson VUE Test Centers (http://www.pearsonvue.com/avaya/) to schedule their exam.

Audience:
This course is designed for Avaya Partners, Resellers and Avaya Associates for the implementation skills they need to customize and administer an IP Office™ Platform solution and those preparing for the ACIS–Avaya Midmarket Team Engagement Solutions or ACSS– IP Office™ Platform credential.

Learning Objectives:
Chapter 1:
- Avaya IP Office™ Platform 500v2 System Overview
- IP Office System Components
- Telephone Overview
- Startup
- IP Office Manager
Chapter 2:
- Avaya IP Office™ Platform Server Edition
- Server Edition Introduction
- Server Edition Select Mode
- Installation Requirements
- Installing a Server Edition
- Web Management
- Manager, Server Edition Mode
- Server Edition Licensing
- Resilient, Backup and Restore
- Upgrade

Chapter 3:
- Basic Configuration
- Basic System Settings
- Time Profiles
- Extensions and Users
- Hunt Groups
- Short Codes
- Lines and Trunks
- Outgoing Call Routing
- and Alternate Route Selection (ARS)
- Incoming Call Routes

Chapter 4:
- System Customization
- Agents and Hot Desking
- User Rights and Templates
- Mobility Call Control and one-X® Mobile
- Offline Configuration

Chapter 5:
- IP Office User Applications
- SoftConsole / Receptionist
- Avaya Communicator
- one-X® Mobile Preferred for IP Office

Chapter 6:
- IP Office™ Platform Service Tools, Security and Alarms
- System Status Application (SSA)
- Monitoring
- Security Administration
- System Alarms

Chapter 7:
- VoIP Endpoints and Trunks
  - VoIP Endpoints
  - Operation of Avaya IP Phones
  - Creating IP Extensions and Users
  - Configuring SIP Terminals
  - Configuring SIP Trunks

Chapter 8:
  - Voicemail
  - Feature Comparison
  - Configuring IP Office
  - Embedded Voicemail
  - Voicemail Pro (for Windows)
  - Announcements

Chapter 9:
  - UCM and Application Server
  - Unified Communication Module (UCM)
  - Application Server Overview

Chapter 10:
  - Voicemail Pro (on UCM, Application Server and Server Edition)
  - VoiceMail Pro Interface
  - Structure and Sequence of Call Flows
  - Settings for Users and Groups
  - Importing call flows
  - Actions, Variables & Conditions
  - Call Flows and Auto Attendants

Chapter 11:
  - Avaya one-X® Portal for IP Office
  - one-X® Portal
  - one-X® Portal Conferencing

Chapter 12:
  - Midmarket Solution Components
  - Networking
  - Session Boarder Controller (SBC)
  - Avaya Video Collaboration Solution for IP Office
  - IP Office™ Contact Center (IPOCC)

Course materials:
Course material will be provided paperless in form on USB Stick.
Language in course is german.
Prerequisites:
Recommended Pre-requisites
• Basic knowledge of Voice over IP (VOIP) technology.
• Basic knowledge of Session Initiation Protocol (SIP).

More details of trainings and workshops you will find on ScanSource University Website
https://www.scansource.eu/de/technology/avuc/training/scansource-university
or contact training.europe@scansource.eu for further details.