Administering Avaya Aura Communication Manager

Category: Networking & Security | **Vendor:** Avaya

Duration: 40.00 hours (5 days) **32.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

This 5-day Virtual Instructor-Led course is designed for individuals responsible for administering and carrying out day to day administration tasks on Avaya Aura® Communication Manager.

About This Course

Course Topics:

- Explainthe role of Communication Manager (CM) in the Avaya Aura® core
- Describe the role of System Manager for administering Communication Manager
- Configure key CM components such as the Dial Plan, Feature Access Codes and Endpoints
- Explain the Class of Restriction (COR) and Class of Service (COS) features
- Define CM Call Treatment options such as Call Coverage and Call Forward
- Configure CM User features including Bridged Call Appearance, Priority Calling and Abbreviated Dialing
- Administer CM Group features such as Hunt Groups, Pickup Groups and Team Button
- Define CM announcements and create a Meet-me Conference Bridge
- Configure Trunks and Call Routing using the Automatic Alternate Routing (AAR) and Alternate Route Selection (ARS) features
- Perform Basic CM maintenance and troubleshooting

Prerequisites & Entry Requirements

General Prerequisites:

Basic knowledge of Voice of IP (VoIP) technology

Detailed Course Outline

Course Syllabus :

- Module 1 -Communication Manager Overview
- Module 2 - Connecting to Avaya Aura® Lab (Exercise)
- Module 3 - Communication Manager Interfaces and System Forms
- Module 4 - Verify Basic System Configuration (Exercise)
- Module 5 - Endpoints and Station User Administration
- Module 6 - Review Existing Endpoints/Stations (Exercise)
- Module 7 - Class of Restriction (COR)
- Module 8 - Class of Service (COS)
- Module 9 - Communication Manger Station User Administration, COR and COS (Exercise)
- Module 10 (Exercise) - Administer Avaya Workplace and Avaya one-X® Communicator clients and place calls
- Module 11 - Call Hold, Transfer, and Conference
- Module 12 - Call Forward
- Module 13 - Call Forward (Exercise)
- Module 14 - Priority Calling
- Module 15 - Bridged Call Appearance
- Module 16 - Bridged Call Appearance (Exercise)
- Module 17 - Call Coverage
- Module 18 - Call Coverage (Exercise)
- Module 19 - Abbreviated Dialing & Autodial
- Module 20 - Abbreviated Dialing & Autodial (Exercise)
- Module 21 - Hunt Groups
- Module 22 - Automatic Call Distribution (ACD) and Expert Agent Selection (EAS)
- Module 23 - Automatic Call Distribution (ACD) and Expert Agent Selection (EAS) (Exercise)
- Module 24 - Station Lock
- Module 25 - Station Lock (Exercise)

- Module 26 - Call Pickup
- Module 27 - Call Pickup (Exercise)
- Module 28 - Team Button
- Module 29 - Team Button (Exercise)
- Module 30 - Announcements
- Module 31 – Announcements (Exercise)
- Module 32 - Meet-me Conference
- Module 33 - Meet-me Conference (Exercise)
- Module 34 - Trunks
- Module 35 - Trunk Administration
- Module 36 - Administer an H.323 Trunk (Exercise)
- Module 37 - Automatic Alternate Routing (AAR)
- Module 38 - Facility Restriction Level (FRL)
- Module 39 - Uniform Dialing Plan (UDP)
- Module 40 - Administering AAR and UDP (Exercise)
- Module 41 - Alternate Route Selection (ARS)
- Module 42 - Administer ARS and Toll table (Exercise)
- Module 43 - Using the Toll table to enable and restrict calls (Exercise)
- Module 44 - Extension to Cellular - EC500
- Module 45 - Extension to Cellular - EC500 (Exercise)
- Module 46 - Save Translation and Backup
- Module 47 - Troubleshooting Alarm, Error and Event Reports
- Module 48 - Security and Real Time Monitoring
- Module 49 - Reports
- Module 50 - Reset System Levels
- Module 51 - System Logs
- Module 52 - Maintenance & Support (Exercise)

Frequently Asked Questions

Q: What delivery options are available for Administering Avaya Aura Communication Manager?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 5-day Administering Avaya Aura Communication Manager course provides up to 32.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Administering Avaya Aura Communication Manager training?

The training takes place over 5 day(s), with each day lasting approximately 40.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Administering Avaya Aura Communication Manager?

Yes, we provide corporate training, dedicated training, and closed classes for Administering Avaya Aura Communication Manager. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: What related terms do people search for?

Popular related searches include: Administering Avaya Aura Communication Manager, Avaya, 61451V

Q: Why choose Nexus Human for Administering Avaya Aura Communication Manager?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Administering Avaya Aura Communication Manager training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

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