Hands-On
Avaya/Nortel CallPilot
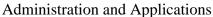Administration and Applications

Course Description

This Hands-On course provides in-depth instruction on Avaya/Nortel's CallPilot. The scope of this training is geared for any administrator or technician who is responsible for the day to day activities/operations of the CallPilot System. This course will cover the building of mail boxes, understanding general CallPilot, security and messaging configuration settings, and application builder. This course will give the attendees and overall scope and Hands-On confidence working with the CallPilot on PBX systems.

Please keep in mind that BTS has the ability to customize training to meet your specific requirements, upon request.

Students Will Learn

- **Callpilot Administration and Applications Discussion**
- **Mailbox User Training**
- **Login and Navigate Callpilot Mailbox**
- **End User Card**
- **Login**
- **Greetings**
- **Playing Messages**
- **Composing/Addressing Messages**
- **Forward/Reply/Reply All**
- **Delete**
- **Tags**
- **Personal Distribution Lists (PDL)**
- **Custom DN**
- **Callpilot Administration**
- **Login**
- **Mailbox Users**
- **Reset Password**
- **Templates**
- **Class of Service**
- **Restriction and Permissions**
- **Messaging Screens**
- **Security Screens**
- **Building Users (Admin And Mailbox)**
- **Altering Existing Users**
- **Remote Notification**
- **Basic Troubleshooting**
- **Searching Users and Saved User Searches**
- **Personal and Shared Distribution Lists**

- **Backup and Restore (System, Application, User)**
- **Application Builder**
- **Overview of Blocks**
- **Overview of Call Flow**
- **Creating Basic Auto-Attendant**
- **Placing Application into Service (SDN Table)**
- **Deciphering Applications**
- **PBX Programming to Route Phones and Applications to CP**
- **Call Routing How Does the PBX Communicate With the CP**
- **And More...**

Target Audience

This course is geared to telecommunication professionals that will be responsible for setting up the CallPilot database, performing day-to-day administration and applications. This will give the attendee and overall scope and Hands-On confidence working with the CallPilot on PBX systems.

Prerequisites

Attendees are to have strong telecommunications background, This information can be obtained in our course(s) listed below

-Hands-On Basic Telephony & TeleCom Electronics

Notes

To help achieve a smooth and successful implementation for Hands-On Labs for this training, please provide the following

-Web access to CallPilot Manager for administration, including login id and password for the CP Manager. ALSO need PC login id and passwords.

-Application.EXE is a file that needs to be installed onto each PC that will access Application Builder so we can discuss this program and complete auto-attendant features. (need to have this file avaialable at training location to load on PCs, if necessary)

-Provide access to the PBX that the CP is attached to including login and passwords.

-White board and PC video projector.

-Installed phones in the classroom so that when we build mailboxes and auto-attendants they can be tested. Plus I can put troubles into the CP system for techs to troubleshoot. One phone per student, and one phone for instructor.

Delivery Method

Instructor led with numerous Hands-On labs and exercises.

Equipment Requirements
(This apply's to our hands-on courses only)

BTS always provides equipment to have a very successful Hands-On course. BTS also encourages all attendees to bring their own equipment to the course. This will provide attendees the opportunity to incorporate their own gear into the labs and gain valuable training using their specific equipment.

Course Length

4 Days