

Hands-On

# Avaya Session Manager



## Course Description

This course covers the use of Session Manager to unify the services and applications critical to your enterprise communications solution.

Learn how to manage and administer Session Manager in this hands-on course.

## Students Will Learn

- **Administer Session Manager instances**
- **Administer Session Manager users**
- **Administer Session Manager network routing policies**
- **Administer routing through sequenced applications**

## Target Audience

Those responsible for administering Avaya Session Manager

## Course Outline

### 1. Instance Administration

Learn to administer the Session Manager platform and ensure critical relationships are established.

- Domains
- Locations: Bandwidth and Call Admission Control parameters
- Session Manager as a SIP entity
- Session Manager instances
- Verification: Dashboard, enable service, data replication

### 2. Network Routing Policy Administration

Learn to define and apply Network Routing Policies (NRPs) on Avaya Aura's Session Manager. Learn NRP concepts and how to create the required data structures combine them as routing policies, and then test them in a real-world environment.

### 3. User Administration

- What is a user?
- Communication profile
- PPM and dynamic download of user specific settings to phone
- SIP registration and location
- Calls scenarios: SIP users, non-SIP users, same SM, different SM, etc.
- Redundancy: Failing users over to secondary SM in the core and in the branch
- Multiple communication addresses and multiple communication profiles
- Endpoint Profile: Establishing CM user relationships through System Manager
  - Synching CM with System Manager: Managed elements
  - Working with CM station settings in System Manager
  - Create SIP user associated to existing CM station
  - Create SIP user and create CM station

### 4. CM and other Feature Server Administration

Learn to perform user-related administration in the new environment. Perform practical tasks relating to:

- User profile, station administration, and phone settings (PPM)
- Sequenced applications
- Named applications
- Event handling

### 5. Troubleshooting

Identify and solve Session Manager-related problems using content based on real support tickets received by Avaya Services.

## 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

2 Days