

Hands-On

Avaya Communication Manager Basic and Advanced System Administration



Course Description

This course provides training on how to perform basic administration functions using Avaya Communication Manager and explain the various features and functions, plus hands-on activities to develop skills in using the administration tools available with Communication Manager. This course builds on Avaya Communication Manager basic system administration and will allow system administrators to become proficient in the administration of more advanced features and functionality of their communication system.

This extensive course will also give students the skills and the knowledge needed to administer voice terminals and system features on AVAYA Communications Manager basic and advanced systems covering S8800/ S8700 / S8500/ S8300. Administration exercises are done using AVAYA Site Administration (ASA) and System Manager (ASM) software. Also multiple phones will be covered as well as practical day-to-day administration and maintenance.

This course will also prepare students to take the Avaya Certified Expert exam.

Students Will Learn

- **ASA Avaya Site Administration**
- **Abbreviated dial list**
- **Logging in internally vs. remotely**
- **Introduction to trunking**
- **The help function Feature access codes**
- **Command line programming COR (Class of Restriction) and COS (Class of Service)**
- **Programming via the Gedi interface**
- **Hunt groups**
- **System capacity Introduction to using Avaya documentation**
- **Review of the dialplan Changing the system time**
- **Common features Backing up translations**
- **Coverage paths Logging off**
- **Introduction to troubleshooting**
- **Dial Plan**
- **Phone Features - Advanced ARS**
- **Night Service**
- **911**
- **System Security**
- **Meet Me Conference**
- **Announcements**
- **VDNs Vectors**
- **(System Reporting)**

- **Softphone**
- **Soft Console**
- **Web Maintenance Interface**
- **Advanced Troubleshooting**
- **(VoIP)**
- **Updating firmware**
- **And more...**

Target Audience

Personnel with system administration responsibilities. Both new system administrators and those administrators that need a refresher will benefit from this training and System administrators of Communication Manager who need to develop more advanced skills in the administration of their communication system. Anyone interested in passing the Avaya Certified Expert exam.

Course Outline

Basic Administration Course Objectives: (Days 1-2)

- Describing system components (hardware and software)
- Interpreting system forms including: Call Center BCMS Basic forms and Reports, Coverage Paths, Coverage Groups, Abbreviated Dial, Pick-up groups, Hunt Groups, Paging Group, Intercom groups, Stations, IP phones, Route Patterns and ARS.
- Administering voice terminals and adjuncts (phones)
 - Moving, adding, deleting, changing phones
- Understanding voice terminal features (there are over 100)
- Understanding Coverage paths, groups, time of day
- Administering trunk features and class of restriction COR
- Administering class of service COS features
- Administering ARS analysis (call routing)
- Administering T-1s especially ISDN-pri.
- setting system wide parameters
- Retrieving and interpreting traffic data analysis reports
- Applying attendant console features

- Trouble Shooting Basic user and equipment problems

Advanced Administration Course Objectives: (Days 3-4)

- Describe newer system features and capabilities of the CM 6 software.
- Administer and modify the system to take advantage of the new capabilities. Administration includes how to implement a list of several new features or old features that have enhancements: (see ADVANCED Feature List Below)
- Administering and installing T-1s especially ISDN-pri.
- Using New ASA software and Val Manager software
- Understanding system management features and
- setting system wide parameters and thresholds
- Retrieving and interpreting traffic data analysis reports
- Determine trunk requirements
- Applying attendant console features
- How to Clean up your old software
- Trouble Shooting user and equipment problems
- Review system security and management reports

Call Center Course Objectives: (Day 5)

- Learn how to administer changes on vectors and call routing without service interruption
- Understand Skill based routing and programming (EAS)
- Administering call center voice terminals- (phones)
- Changing feature buttons relating to Call Center Functions
(Vu-stats, Queue buttons, After Call Work, Aux, Rona buttons etc.)

- Understanding reports produced by CMS Supervisor and/or BCMS
- Scheduling the reports in CMS or BCMS or ASA
- Setting up the Directory and Agents in CMS and the CM switch
- Understanding the Management Tools available to Supervisors
(Service Observing, Whisper, Agent Trace, Monitoring)
- Adding Agents and setting up Skill Levels in the CM switch
- Changing Agents Skill levels and Skill numbers in CMS and BCMS
- Programming Holiday options, priority queuing options, redirect on no answer options (RONA), voice mail options, time of day options.
- Writing vectors for new applications and understanding the vector options such as: go-to, route-to, collect, messaging etc.
- Administering Announcements and tracking the announcement capacity.
Backing up Announcements, making changes on Announcements.

Exam Prep/ Review

Delivery Method

Instructor-Led 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

5 Days