

COURSE OUTLINE

72301V - Supporting Avaya Aura Communications Applications

Duration: 5 Days

Prerequisites:

- Intermediate knowledge of Voice over IP (VOIP) technology.
- Intermediate knowledge of Session Internet Protocol (SIP)
- ACIS-7720 – Avaya IP Office™ Platform

Course Description:

This 5-day Virtual Instructor-Led course is designed for individuals responsible for the day-to-day troubleshooting and support for Avaya Aura® Communications Applications.

Delivered in a virtual classroom setting with remote access to a lab environment, this offer consists of a combination of interactive instructor lectures followed by practical lab exercises.

This course is recommended for students preparing to take the 72301X Avaya Aura® Communication Applications Support Certified Exam.

Course Objectives:

- Basic knowledge of Voice over IP (VOIP) technology
- Basic knowledge of Session Initiation Protocol (SIP) Integration
- 71201C or 71201V, Integrating Avaya Aura® Core Components
- 71301C or 71301V, Integrating Avaya Aura® Communication Applications

Target Audience:

This course is recommended for students preparing to take the 72301X Avaya Aura® Communication Applications Support Certified Exam.

Course Outlines:

- Module 01 – Lab Familiarization (Exercise)
- Module 02 – Avaya Presence Services (APS) on Avaya Breeze® Platform Review
- Module 03 – Avaya Presence Services (APS) on Avaya Breeze® Platform Testing and Configuration Review (Exercise)
- Module 04 – Avaya Call Park and Page Review

- Module 05 – Avaya Call Park and Page Platform Testing and Configuration Review (Exercise)
- Module 06 – Avaya Session Border Controller for Enterprise (ASBCE) Review
- Module 11 – Application Enablement Services (AES) Testing and Configuration Review (Exercise)
- Module 12 – Branch Survivability Review
- Module 13 – Branch Survivability Testing and Configuration Review (Exercise)
- Module 14 – Avaya Aura® Edge Gateway
- Module 15 – Avaya Presence Services (APS) on Avaya Breeze® Platform Troubleshooting Tools & Techniques
- Module 16 – Avaya Presence Services (APS) on Avaya Breeze® Platform Troubleshooting Tools & Techniques (Exercise)
- Module 17 – Avaya Call Park and Page Troubleshooting Tools & Techniques
- Module 18 – Avaya Call Park and Page Platform Troubleshooting Tools & Techniques (Exercise)
- Module 19 – Avaya Session Border Controller for Enterprise (ASBCE) Troubleshooting Tools & Techniques
- Module 20 – Avaya Session Border Controller for Enterprise (ASBCE) Troubleshooting Tools & Techniques (Exercise)
- Module 21 – Avaya Aura Web Gateway with Spaces Calling Troubleshooting Tools & Techniques
- Module 22 – Avaya Aura Web Gateway with Spaces Calling Troubleshooting Tools & Techniques (Exercise)
- Module 23 – Application Enablement Services (AES) Troubleshooting Tools & Techniques
- Module 24 – Application Enablement Services (AES) Troubleshooting Tools & Techniques (Exercise)
- Module 25 – Branch Survivability Troubleshooting Tools & Techniques
- Module 26 – Branch Survivability Troubleshooting Tools & Techniques (Exercise)
- Module 27 – Avaya Aura® Edge Gateway Troubleshooting Tools & Techniques
- Module 28 – Avaya Aura® Edge Gateway Troubleshooting Tools & Techniques (Demo)
- Module 29 – Avaya Communication Applications Call Flows
- Module 30 – Troubleshooting Avaya Communication Applications Scenarios (Exercises)
- Module 31 – Troubleshooting Avaya Communication Applications Scenarios (Solutions)

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