



72300C-Supporting Avaya Aura® Communications Applications

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

Delivered in a 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 72300X — Avaya Aura® Communication Applications Support Exam.

Key Learning Objectives :

- Reviewing the capabilities of the Avaya Aura® Core products
- Identifying common issues and symptoms associated with the Avaya Aura® Communication Applications
- Performing a walk-through of additional case scenarios of a single issue and diagram the call flow
- Using the troubleshooting methodology and applicable tools to analyze, interpret, and resolve issues for the Avaya Aura® Communication Application products

Course Syllabus :

Module 01 - Avaya Utility Services Review

- Avaya Utility Services Testing and Configuration Review (Exercise)

Module 02 - Avaya Presence Services (APS) on Avaya Breeze® Platform Review

- Avaya Presence Services (APS) on Avaya Breeze® Platform Testing and Configuration Review (Exercise)

Module 03 - Avaya Session Border Controller for Enterprise (ASBCE) Review

- Avaya Session Border Controller for Enterprise (ASBCE) Testing and Configuration Review (Exercise)

Module 04 - Avaya Aura® Messaging (AAM) Review

- Avaya Aura® Messaging (AAM) Testing and Configuration Review (Exercise)

Module 05 - Avaya WebRTC on Avaya Breeze® Platform Review

- Avaya WebRTC on Avaya Breeze® Platform Testing and Configuration Review (Exercise)

Module 06 - Application Enablement Services (AES) Review

- Application Enablement Services (AES) Testing and Configuration Review (Exercise)

Module 07 - Avaya Presence Services/Avaya Breeze® Troubleshooting Tools & Techniques

- Avaya Presence Services/Avaya Breeze® Troubleshooting Tools & Techniques (Exercise)

Module 08 - Avaya Session Border Controller for Enterprise Troubleshooting Tools & Techniques

- Avaya Session Border Controller for Enterprise Troubleshooting Tools & Techniques (Exercise)

Module 09 - Avaya Aura® Messaging (AAM) Troubleshooting Tools & Techniques

- Avaya Aura® Messaging (AAM) Troubleshooting Tools & Techniques (Exercise)

Module 10 - Avaya WebRTC/Avaya Breeze® Troubleshooting Tools & Techniques

- Avaya WebRTC/Avaya Breeze® Troubleshooting Tools & Techniques (Exercise)

Module 11 - Application Enablement Services (AES) Troubleshooting & Techniques

- Application Enablement Services (AES) Troubleshooting & Techniques (Exercise)

Module 12 - Avaya Communication Applications Call Flows

Module 13 - Troubleshooting Avaya Communication Applications

Module 14 - Troubleshooting Scenarios and Solutions

Recommended Knowledge :

- Basic knowledge of Session Initiation Protocol (SIP) fundamentals
- Basic knowledge of Voice of IP (VoIP) technology
- 71200C or 71200V, Integrating Avaya Aura® Core Components

- 71300C or 71300V, Integrating Avaya Aura® Communication Applications

Associated Smart Tracks :

ACSS-7230 - Avaya Aura® Communications Applications

Duration & Audience :

This training is only available to Associates , Customers , Partners

Instructor Led Course - 40 Hrs

System Requirements :

To ensure that you are able to successfully complete this course, please validate that your PC meets the [system requirements](#)