



61451V-Administering Avaya Aura® Communication Manager

This 5-day Virtual Instructor-Led course is designed for individuals responsible for administering and carrying out day to day administration tasks on Avaya Aura® Communication Manager.

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 61451T - Administering Avaya Aura® Communication Manager Specialized Test.

Key Learning Objectives :

- Explain the role of Communication Manager (CM) in the Avaya Aura® core
- Describe the role of System Manager for administering Communication Manager
- Configure key CM components such as the Dial Plan, Feature Access Codes and Endpoints
- Explain the Class of Restriction (COR) and Class of Service (COS) features
- Define CM Call Treatment options such as Call Coverage and Call Forward
- Configure CM User features including Bridged Call Appearance, Priority Calling and Abbreviated Dialing
- Administer CM Group features such as Hunt Groups, Pickup Groups and Team Button
- Define CM announcements and create a Meet-me Conference Bridge
- Configure Trunks and Call Routing using the Automatic Alternate Routing (AAR) and Alternate Route Selection (ARS) features
- Perform Basic CM maintenance and troubleshooting

Course Syllabus :

Module 1 -Communication Manager Overview

Module 2 - Connecting to Avaya Aura® Lab (Exercise)

Module 3 - Communication Manager Interfaces and System Forms

Module 4 - Verify Basic System Configuration (Exercise)

Module 5 - Endpoints and Station User Administration

Module 6 - Review Existing Endpoints/Stations (Exercise)

Module 7 - Class of Restriction (COR)

Module 8 - Class of Service (COS)

Module 9 - Communication Manager Station User Administration, COR and COS (Exercise)

Module 10 (Exercise) - Administer Avaya Workplace and Avaya one-X® Communicator clients and place calls

Module 11 - Call Hold, Transfer, and Conference

Module 12 - Call Forward

Module 13 - Call Forward (Exercise)

Module 14 - Priority Calling

Module 15 - Bridged Call Appearance

Module 16 - Bridged Call Appearance (Exercise)

Module 17 - Call Coverage

Module 18 - Call Coverage (Exercise)

Module 19 - Abbreviated Dialing & Autodial

Module 20 - Abbreviated Dialing & Autodial (Exercise)

Module 21 - Hunt Groups

Module 22 - Automatic Call Distribution (ACD) and Expert Agent Selection (EAS)

Module 23 - Automatic Call Distribution (ACD) and Expert Agent Selection (EAS) (Exercise)

Module 24 - Station Lock

Module 25 - Station Lock (Exercise)

Module 26 - Call Pickup

Module 27 - Call Pickup (Exercise)

Module 28 - Team Button

Module 29 - Team Button (Exercise)

Module 30 - Announcements

Module 31 - Announcements (Exercise)

Module 32 - Meet-me Conference

Module 33 - Meet-me Conference (Exercise)

Module 34 - Trunks

Module 35 - Trunk Administration

Module 36 - Administer an H.323 Trunk (Exercise)

Module 37 - Automatic Alternate Routing (AAR)

Module 38 - Facility Restriction Level (FRL)

Module 39 - Uniform Dialing Plan (UDP)

Module 40 - Administering AAR and UDP (Exercise)

Module 41 - Alternate Route Selection (ARS)

Module 42 - Administer ARS and Toll table (Exercise)

Module 43 - Using the Toll table to enable and restrict calls (Exercise)

Module 44 - Extension to Cellular - EC500

Module 45 - Extension to Cellular - EC500 (Exercise)

Module 46 - Save Translation and Backup

Module 47 - Troubleshooting Alarm, Error and Event Reports

Module 48 - Security and Real Time Monitoring

Module 49 - Reports

Module 50 - Reset System Levels

Module 51 - System Logs

Module 52 - Maintenance & Support (Exercise)

Recommended Knowledge :

- Basic knowledge of Voice of IP (VoIP) technology

Associated Smart Tracks :

ASAC-0038 - Avaya Aura® Communication Manager Administrator

ACSS-7492 - Avaya Aura® Call Center Elite Support

ASAC-0037 - Avaya Aura® System Manager Administrator

ACIS-7120 - Avaya Aura® Core Components Implement

Duration & Audience :

This training is only available to Associates , Customers , Partners

Virtual 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](#)