



72301V-Supporting Avaya Aura® Communications Applications

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.

Key Learning Objectives :

- Explain the capabilities of the Avaya Aura® Communication Applications products
- Identify common issues and symptoms associated with the Avaya Aura® Communication Applications
- Perform a walk-through of additional case scenarios of a single issue and diagram the call flow
- Analyze, interpret, and resolve issues for the Avaya Aura® Communication Application products

Course Syllabus :

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

Module 08 - Avaya Aura Web Gateway with Spaces Calling Review

Module 09 - Avaya Aura Web Gateway with Spaces Calling Testing and Configuration Review (Exercise)

Module 10 - Application Enablement Services (AES) 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)

Recommended Knowledge :

- 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

Associated Smart Tracks :

ACSS-7230 - Avaya Aura® Communication Applications Support

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](#)