

# Urgent training needed when essential emergency call and despatch services move to Avaya technology



Red Education

AVAYA



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Red Education does its  
Avaya training."*

*Booking, organisation,  
access to course  
material was all perfect.  
We will definitely come  
back for more Avaya IP  
Office and Aura training!*

*Thank you for the  
training!"*

*- SM, Verified Student*



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## INDUSTRY - 911 CALL AND DESPATCH SERVICES

Our client provides emergency communications operations in Canada. The company coordinates 911 service for police, fire, and ambulance services, providing call-taking and dispatch services for multiple agencies. Their mission is to deliver exceptional emergency communication services that help save lives and protect property, and to advance public safety partnerships.

### CHALLENGES



This customer has moved to an Avaya system and so needed to train their existing and new team members on Avaya systems and communication Manager and Avaya Call Center. They had no background using Avaya products, and so training was an urgent priority to allow this critical emergency service provider to set up call centre dispatch services effectively.

### SOLUTIONS



Red Education provided Avaya - Systems and Communication Manager and Aura Call Center training to engineers or had either no or very old exposure to the technology.

We provided the product overview, explaining how the technology would benefit the client and providing hands-on experience with the lab to help participants to practise what they have learnt. Our instructor provided real-time scenarios for them to experience and covered additional topics to support essential day to day operations.

### OUTCOMES



Our client closed their skills gap around their new Avaya technology, learning how to use Avaya, how to set up and implement Call Center, understanding the product, how it works and how it benefits their organisation. This enabled emergency communications operations to be carried out without dangerous interruption that could put lives at risk.

**AVAYA COURSES >>**