



## Westcon Academy Avaya Class Descriptions

Westcon Academy makes it easy for you to build, grow and enhance your Avaya knowledge and expertise. Whether you're preparing for Avaya Implementation Professional Specialist (AIPS) certification, or are interested in expanding your Avaya application programming skill set, we provide you with access to basic administration, intermediate and advanced courses to meet your needs. Take a look at our course list and decide which module is right for you.

### Certification Course

*Prepare for AIPS Exam*

#### Avaya IP Office – 7720 Basic Integration and Configuration

Designed for individuals responsible for the implementation, customization and administration of the Avaya IP Office Platform solution, this class prepares students for the Avaya Implementation Professional Specialist (AIPS) exam and the Avaya Certified Implementation Specialist (ACIS) Avaya Midmarket Team Engagement Implementation credential.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 5 Days

**Westcon Academy Part Number:** [WGAC-AVA-7720](#)

### Westcon Academy Custom Workshops

Live step-by-step instructions on administration, configuration and installation topics with hands-on virtual lab exercises and troubleshooting.

#### Avaya IP Office – Advanced Administration Workshop

This Westcon Academy workshop focuses on the configuration and administration of Avaya IP Office, including deploying server edition, configuring users, extensions, button programming, ARS tables, ICR, short codes, user rights, upgrades and system backups. Designed for partners and end users supporting Avaya IP Office Communication Systems.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 3 Days

**Westcon Academy Part Number:** [WGAC-AVA-IPOADV](#)

#### Avaya IP Office – SBC SIP Trunk and Remote Worker Technical Workshop

This Westcon Academy workshop covers both SIP Trunks and Remote Workers for the installation and administration of Avaya IP Office Session Border Controller. Partners and end users will gain knowledge of SIP by setting up the IP Office and Avaya SBC.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 2 Days

**Westcon Academy Part Number:** [WGAC-AVA-IPO-SBC](#)

#### Avaya IP Office – Contact Center Administration Workshop

This Westcon Academy course is designed for partner and end-user personnel responsible for administering and managing Avaya IPO Contact Center, and creating users, agent groups and topics, and configuring permissions/authorizations. These skills will enable administrators to perform basic day-to-day operations on Avaya IPOCC.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 1 Day

**Westcon Academy Part Number:** [WGAC-AVA-IPOCCADMIN](#)



## Westcon Academy Basic Administration

These training courses are designed to cover the system-level administration features of each topic to broaden the understanding of how each topic is configured.



Avaya IP Office

### Avaya IP Office – Basic Administration Training

Designed for partners and end users responsible for Avaya IP Office Communication Systems, this high-level overview demonstrates configuring the basic IP Office system settings, user configurations and troubleshooting tools such as monitor and system status. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 4 Hours

**Westcon Academy Part Number:** [WGAC-AVA-IPOADMIN](#)

Avaya IPOCC

### Avaya Voicemail Pro – Basic Administration Training

This course is for partners and end users responsible Avaya IP Office Communication Systems and provides a high-level overview of how to configure Basic Voicemail Pro administrative settings such as mailboxes, recording options, housekeeping, backups, short codes and basic modules within Voicemail Pro Client. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 3 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

Avaya one-X Portal

### Avaya one-X Portal – Basic Administration Training

This learning module provides a high-level overview of one-X Portal installation, configuration and troubleshooting techniques. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 3 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

Avaya IPOCC

### Avaya IP Office Contact Center – Basic Administration Training

This course is for partners and end users responsible for Avaya IP Office Contact Center, and provides a high-level overview of how to configure the basic Contact Center system settings, users, agent groups, topics, profiles, authorizations, permissions, reporting, real-time statistics and user interface editor. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 4 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

## Westcon Academy Custom Modules

These live instructor-led demonstration modules with Q/A enable students to maximize their knowledge on select features of the Avaya solution. One to three attendees per session.

## Westcon Academy Modules

Want to get more hands-on experience with Avaya solutions? These live instructor-led demonstration modules with Q/A enable students to maximize their knowledge on select features of the Avaya solution. One to three attendees per session.

### Avaya IP Office – Deployment of Third-Party SIP Phones

This module provides a step-by-step overview of how to install non-Avaya SIP phones. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 2 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

### Avaya IP Office – Call routing

During this training, partners and end users will learn more about call routing using incoming call routes, outgoing ARS tables and system short codes of the Avaya IPO PBX System. These configuration fields cover the call flow control on all inbound and outbound traffic. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 4 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

### Avaya IP Office – SIP Trunk Deployment

This module is focused on basic SIP trunking, configuration, troubleshooting techniques and monitoring tools. Attendees must have basic SIP knowledge. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 3 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

### Avaya IP Office – Security

In this module, participants receive a step-by-step overview of common IPO Security settings, including creating accounts, account customization, passwords (system/user level) and certificates. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 2 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

### Avaya IP Office – User Programming

In this module, participants receive a step-by-step overview of common user-configuration features, including voicemail options, button programming, mobile twinning, hot desking, forwarding, user rights and telephony options. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 3 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

## Avaya IP Office Contact Center – Creating Agent/Supervisor GUI

This module provides a step-by-step overview of how to create agent/supervisor GUI using Contact Center Thick Client and details how to setup permission/authorization, enabling the agent/supervisor to use a customized interface. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 2 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

## Avaya IP Office Contact Center – Telephony Call flow

This module provides a step-by-step overview of how to build basic telephony call flows in Contact Center, including building call flow, setting up time profiles, time off, music on hold, delivering call to agent groups, activating call flows and defaulting call flows. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 2 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

## Avaya IP Office Contact Center – IVR Call flow

In this module, students receive a step-by-step overview of how to build basic IVR call flows in Contact Center, including adding IVR scripts to existing telephony call flows, DTMF collectors, queue break-out options, activation and defaulting basic IVRs. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 4 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

## Avaya IP Office Contact Center – Reports

This module provides a step-by-step overview of how to build basic real-time and historical reports, including building scheduled reports, recreating from existing reports, emailing reporting, real-time canned reporting and permissions required to use reporting. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 2 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

## Avaya IP Office Contact Center – Dialer Campaigns

In this module, students receive a step-by-step overview of how to build dialer groups, including creating the topic, agent group, agent, dialer campaign, telephony call flow, permissions, authorizations, the import list and the dialer rules. A minimum knowledge of Avaya's Contact Center Basic Administration Module is recommended before taking this module. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 4 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

## Avaya Voicemail Pro – Single-Level Auto Attendant

This module provides a live demonstration on building single-level modules in Voicemail Pro Client, including basic menu, transfer, leave/get mail, dial extension, creating wave files, exporting/importing modules and save/making live. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 2 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

## Avaya Voicemail Pro – Multi-Level Auto Attendant

This live demonstration expands upon Avaya's Single-Level Auto Attendant Module introducing go-to action, multi menu modules, time profile conditions and nodes vs modules. It is recommended that participants have already taken Avaya Voicemail Pro – Single-Level Auto Attendant or have equal knowledge before taking this class. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 4 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

## Avaya Voicemail Pro – User-Variable Auto Attendant

This live demonstration module includes building user variable and canned conditions into your existing Avaya Multi-Level Auto Attendant. Variable routing is a powerful way to route calls by unique data, such as tags, caller id, DTMF, time profiles and more. It is recommended that participants have completed the Avaya Voicemail Pro – Multi-Level Auto Attendant or have equal knowledge prior to taking this module. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 8 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

## Avaya Voicemail Pro – VM-to-Email Integration

This live demonstration includes instructions on setting up voicemail-to-email integration with Avaya IP Office Voicemail Pro. SMTP/MAPI are the two protocols covered in this integration with troubleshooting examples. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 3 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

## Avaya one-X Portal – Basic WebUI

This module is a high-level overview of one-X Portal user interface, its features and functionality from a user's perspective. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 1 Hour

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

## Avaya one-X Portal – Basic Mobile Client

This module is a high-level overview of one-X Mobile Client on both Android and iPhone, including downloading, configuring and using the one-X Mobile Client. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 2 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

## Avaya one-X Portal – Mobile Configuration

This module is a high-level overview of the one-X Mobile Administration configurations required to use one-X Portal Mobile Client, including configuring one-X Portal and IP Office to enable one-X Mobile features. Up to three attendees per session.

**Delivery:** Virtual Instructor-Led Training (VILT)

**Course Duration:** 3 Hours

**Westcon Academy Part Number:** [WGAC-AVA-TRN-EVENT](#)

### Get on the road to becoming more experienced with Avaya UCC solutions.

Sign up now with [Westcon Academy](#). If you have any questions or want to learn more about these or other classes provided through Westcon Academy, contact Nicholas Gialiris, Westcon Academy Training Manager, at 905-582-2870 or [NicholasGi@westconcomstor-na.com](mailto:NicholasGi@westconcomstor-na.com) or email us at: [Academy@westcon-na.com](mailto:Academy@westcon-na.com).