Westcon Academy – Avaya Training

Westcon Academy offers partners and their customers a unique Avaya learning experience tailored to your specific needs. Our classes are designed to prepare students for Avaya Implementation Professional Specialist (AIPS) certification, as well as basic administration, intermediate and advanced application programming. Westcon Academy training enhances the student learning experience through demonstration, instructor interaction and workshops in a live virtual environment.

Get started on your path to building a brighter future for your business with Avaya.

Westcon Academy Certifications and Custom Workshops

Certification Training (Virtual Classroom)

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.

Course Duration: **5 Days**

Private Westcon Academy Workshop (Virtual Classroom)

Avaya IP Office – Advanced Admin 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.

Course Duration: **3 Days**

Avaya IP Office – SBC SIP 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.

Course Duration: **2 Days**

Avaya IP Office – Contact Center Admin Workshop

This Westcon Academy course is designed for partner and end-user personnel responsible for administering and managing Avaya IPO Contact Center, and covers 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.

Course Duration: **1 Day**

Westcon Academy Custom Modules (Per Session, 1-3 Attendees)

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.

For a class quote send your selections to Nicholas Gialiris, Westcon Academy Training Manager, at NicholasGi@westconcomstor–na.com or email us at: Academy@westcon–na.com.

Avaya IP Office – Basic Administration
Course Duration: **4 Hours** (HIGH–LEVEL OVERVIEW)

Avaya IPOCC – Basic Administration
Course Duration: **4 Hours** (HIGH–LEVEL OVERVIEW)

Avaya IP Office – Third-Party SIP Phones
Course Duration: **2 Hours**

Avaya IPOCC – Creating Agent/Supervisor GUI
Course Duration: **2 Hours**

Avaya IP Office – SIP Trunk Deployment
Course Duration: **3 Hours**

Avaya IPOCC – Telephony Call Flow
Course Duration: **2 Hours**

Avaya IP Office – Security
Course Duration: **2 Hours**

Avaya IPOCC – IVR Call Flow
Course Duration: **4 Hours**

Avaya IP Office – Call Routing
Course Duration: **2 Hours**

Avaya IPOCC – Reports
Course Duration: **2 Hours**

Avaya IP Office – User Programming
Course Duration: **3 Hours**

Avaya IPOCC – Dialer Campaigns
Course Duration: **4 Hours**

Avaya VMPro – Basic Administration
Course Duration: **3 Hours** (HIGH–LEVEL OVERVIEW)

Avaya one-X Portal – Basic Administration
Course Duration: **3 Hours** (HIGH–LEVEL OVERVIEW)

Avaya VMPro – Single-Level Auto Attendant
Course Duration: **2 Hours**

Avaya one-X Portal – Basic WebUI
Course Duration: **1 Hour**

Avaya VMPro – Multi-Level Auto Attendant
Course Duration: **4 Hours**

Avaya one-X Portal – Basic Mobile Client
Course Duration: **2 Hours**

Avaya VMPro – User-Variable Auto Attendant
Course Duration: **8 Hours**

Avaya one-X Portal – Mobile Configuration
Course Duration: **3 Hours**

Avaya VMPro – VM-to-Email Integration
Course Duration: **3 Hours**

Westcon
A SYNNEX Corporation Company

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 NicholasGi@westconcomstor–na.com or email us at: Academy@westcon–na.com.