

Avaya System Administration
Course

Course code: 30-00

Level 3



Duration

1 day

Seats

6

Audience

This course is targeted towards individuals who are or will be responsible for administering Avaya Communication Manager.

Students Require

- All relevant software loaded (Avaya Site Administration)
- A PC or Laptop and must be able to connect to Communication Manager.
- Must have a valid login and password to Communication Manager.
- Phones setup with Phone Login & Password for all delegates.
- Must be able to navigate to <http://www.sabio.co.uk/trainingfeedback>

Room Requirements

- WIFI Access
- A projector or display
- Flipchart or whiteboard

Agenda

Lesson 1

- Logging In/Out of ASA
- Keyboard Function Keys
- Command Structure
- History
- User Permissions

Lesson 2

- Dialplan
- Feature Access Codes
- Voice Terminals
- Station Forms
- Features

Lesson 3

- Pickup Groups
- Coverage Paths
- Hunt Groups

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