AVAYA

System Administration – Advanced Features

Course Information:
2 days of Administration training 9:00 a.m. – 4:00 p.m
Classes held at Cardinal Stritch University or on customer site.

Audience: Client personnel with basic telephone system administration experience

Description:
This course provides training on tasks to administer *advanced features* on the AVAYA Communication Manager telephone systems. All differences between existing software version are reviewed. The course focuses on advanced and newer features offered by the Communication Manager software as well as advances in the ASA (AVAYA Site Administration) software.

Course Objectives

- Describe new system features and capabilities of the CM software.
- Administer and modify the system to take advantage of the new capabilities. *Administration includes how to implement a list of several new features or old features that have enhancements:* (see *Definity/CM Upgrade Features below*)
- Administering and installing T-1's especially ISDN-pri.
- Using system management features and setting system wide parameters
- Retrieving and interpreting traffic data analysis reports
- Determine trunking requirements
- Applying attendant console features
- Establishing security precautions
- Trouble Shooting user and equipment problems
- Review system security and management reports.

Upgrade Features Covered in Advanced Administration Class:

Meet-Me-Conference vector implementation
Audix Record
Crisis Alert
IP phones and applications(4600 and 9600)
IP softphones
2400 digital phones and features
Upgrade Features Covered in Advanced Administration Class:

Upgrade Features Covered in Advanced Administration Class:

Forcing label download with a feature access code
Labeling Screen buttons on 4620, 9630, 2420's
Labeling buttons on all other phones and e-mailing the labels to users
Dial Plan Parameters /Dial Plan Analysis
EC500 - Extension to Cell phone implementation
Posted Notes on phones (IN A MEETING, ON A BREAK, AT LUNCH)
Running Audits – Keeping your switch clean
Scheduling reports – sending them to a folder for history
Sending alarms to e-mail
Exporting data to Excel
Sorting data in GEDI application
System Parameter Customer Options – determine licenses
System Parameters Coverage – set up 7 different kinds of coverage
Ring between Coverage Points
Remote Coverage – coverage to a cell or a home number
Time of Day Coverage
Hunt after Coverage
Coverage Answer Groups
Extended User Administration Coverage – changing cover remotely
Extended User Administration Forwarding- forwarding remotely
Telecommuting Access Extension
Security Code on Station form
Bridging and Coverage at the same station
Per button ring control
Auto select any idle appearance/ for bridging applications
COS Automatic Exclusion
COR Directed Call Pick-up
Call Pick-up Alerting
Call Forward Busy Don't Answer
COS Forward Off Net
COS Extended Forwarding
List Call Forwarding
On hook dialing 6400,8400,2400/4600
TTI & PSA
Admin Button – users change there own feature buttons
Inspect Button

Upgrade Features Covered in Advanced Administration Class:

Music on Hold Options on COR
Console Permission (Announcements, Forwarding, labeling download)
Remote logoff of Call Center Agents
Console DSS flash for Send all Calls
Autodial vs Abbreviated Dial
Expanded Abbreviated Dial lists
Enhanced Abbreviated Dial list
Ability to store Audix login on speed dial
Labeling soft keys on 6400 and 8400 digital phones
How to safely remove extensions
List Groups of Extensions
List Call Forwarding
List Usage Ext.
List Usage Vector
List Trace (ext., agent)
HFAI – hands free answer on intercom
Group Paging – built in paging system thru users speakerphone
Send Call EXT – activate and deactivate Send Calls remotely
ARS prefix mark
ARS partitioning table/TN (tenant number)
ARS time of day table
Display ars route-chosen
List ARS analysis – keep it simple
COR Form Changes
Transfer on Hang-up
Timed reminder on HOLD
Whisper Page/Whisper Answer back
Duplicate Station change on GEDI
Templates in ASA –copying COR's, Vectors, Cover path's, Hunt groups, Trunk groups, etc.
Adding Agents, Duplicating Agents
Vector Priorities and RONA
Duplicate Agent ID's and Skills
Creating a code to dial for verbal announcement of extension