2015 Fall Technical Conference

Avaya Top Gun Training
Technical Training Track

GROWING THE PARTNERSHIP
Communication Manager Survivability Track #1

The Communication Manager Track #1 will provide workshops on concepts of Survivability within Communication Manager architecture. This track will provide survivability use cases. Engineers will test and troubleshoot a survivable configuration.

Target Audience: Basic to Intermediate

Prerequisites: Basic Communication Manager architecture

- Nov 2, 2015
- Nov 4, 2015
- 10:30 to 17:30
- 8:00 to 16:15

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2015 Fall Technical Conference
Communication Manager Networking Track #2

The Communication Manager Track #2 will focus on the key concepts of Signaling and Bearer separation in IP Telephony. This track will leverage CM administration to setup IP Network Regions such that the configuration optimizes IP signaling and media resources. Engineers will be provided use cases which they will implement and then troubleshoot.

Target Audience: Basic to Intermediate

Prerequisites: Basic CM administration. Understanding of IP Telephony and role of DSP resources. Basic IP-network Region administration.

- Nov 3, 2015
- Nov 5, 2015
- 8:00 to 16:15
Avaya Intelligent Endpoints

The Avaya Intelligent Endpoints Track will provide an overview and hands on exposure to the various SIP and H.323 endpoints available on Mobile devices, PC/Desktops and Hard Phones. For SIP endpoints, the course will cover tracing analysis related to AST (Advanced SIP Telephony) features, SIP registration, call flow and basic security aspects through Avaya Aura SBC and on premise WLAN. With H.323 endpoints we will cover registration process, impact of TTS – time to Service and SRTP overview and configurations. Discussions and demonstrations around collecting traffic and network quality information using tools to correctly analyze endpoint issues and help correlate them to the right backend application/server will also be covered.

Target Audience: Intermediate to Advanced

Prerequisites: Basic understanding of SIP and H.323. Familiarity with Avaya Aura architecture. Should be in possession of a Smartphone capable of installing Avaya Mobile applications for hands on exercises.

- Nov 2, 2015
- Nov 3, 2015
- Nov 4, 2015
- Nov 5, 2015

- 10:30 to 17:30
- 8:00 to 16:15
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Avaya SIP (System/Session Manager) Track #1

The Avaya SIP Track #1 will demonstrate failover and Redundancy with Avaya SBC through hands on lab time. This exercise will include discussions and labs pertaining to SRE and Optim routing and will include SRTP and TLS. The Avaya SIP track utilizes SMGR/SM 7.x.

Target Audience: Intermediate to Advanced

Prerequisites: Worked with and understand basic administration of SMGR. Basic understanding of SIP protocol is expected but not required.

- Nov 2, 2015
- Nov 4, 2015
- 10:30 to 17:30
- 8:00 to 16:15
Avaya SIP (System/Session Manager) Track #2

The Avaya SIP Track #2 will include end to end sniff and trace analysis from SBC to SM and CM. End to end tracing topics to include are SDP analysis of shuffling, blind and consultative transfer, SIP refer and SIP CC Agent. The Avaya SIP track utilizes SMGR/SM 7.x.

Target Audience: Basic to intermediate

Prerequisites: Basic understanding of SIP protocol.

- Nov 3, 2015
- Nov 5, 2015

- 8:00 to 16:15
- 8:00 to 16:15
Avaya Application Enablement Services (AES) Track

The AES track will be an In-depth Technical Overview of Avaya Aura® Application Enablement Services 7.0 (AES 7.0). This will include content on deploying and upgrading to the newest AES 7.0 Offer on Avaya Appliance Virtualization Platform. Other topics which will be covered include Installing Third Party (example, Microsoft) Certificates on AES and configuring TSAPI and DMCC Clients to work with these Certificates. There will also be Lab Exercises of working with AES 7.0 and SNMP, SNMP Agent, HMDC and Geo-Redundant High Availability.

Target Audience: Intermediate to Advanced

Prerequisites: Basic understanding of AES implementation

- Nov 2, 2015 10:30 to 17:30
- Nov 3, 2015 8:00 to 16:15
- Nov 4, 2015 8:00 to 16:15
- Nov 5, 2015 8:00 to 16:15
Avaya Experience Portal (AEP) Track (2 DAY TRACK)

The Avaya Experience Portal (AEP) Track will give engineers a good fundamental basis for working with the platform. Engineers will interact with Orchestration Designer (OD) develop, test and deploy an application to AEP/ICR. Tracing and system log analysis will be utilized during debugging sessions when making live calls into developed applications.

Target Audience: Intermediate to Advanced

Prerequisites: Prior experience with AEP; basic AEP skill set.

  - 10:30 to 17:30
  - 8:00 to 16:15
Avaya Aura Messaging Track

The Avaya AAM Track will give engineers exposure to in depth exposure to Site/Telephony domain setup, inbound and outbound SIP call flows, and AAM SIP troubleshooting. The AAM track will also cover Exchange Back end setup, administration and troubleshooting.

Target Audience: Intermediate to Advanced

Prerequisites: Prior experience with Aura Messaging; basic AAM skill set.

- Nov 2, 2015
- Nov 4, 2015
- 10:30 to 17:30
- 8:00 to 16:15
Avaya Aura SBC and CPOD Track

The Avaya SBC Track will give engineers exposure to Installation, Implementation and Troubleshooting of ASBC. The exercise will include ASBC deployment and remote worker registration, and troubleshooting with traceSBC. Exposing engineers to the Troubleshooting Tools such as traceSBC and logging.

The CPOD track will give engineers insight of what CPOD is and all of its features. We will demonstrate CPOD implementation and troubleshooting CPOD issues with the Pod Orchestrator Suite. Using such features such as VPFM, PVM.

Target Audience: Basic to Intermediate

Prerequisites: Basic understanding of SIP protocol is expected but not required.

- Nov 3, 2015
- Nov 5, 2015
- 8:00 to 16:15
IP Office Contact Center (IPOCC) Track

The IPOCC track will focus on an advanced view and the logic behind the task flows. The exercises will include breaking down, analyzing, and building call flows, including the implementation of detailed IVR scripts and database queries. The hands-on lab will provide the opportunity to apply implementation techniques from conceptual to concrete.

Target Audience: Intermediate to Advanced

Prerequisites: Familiar with IPOCC installation and IPOCC/IPO architecture.

- Nov 2, 2015
- Nov 3, 2015
- Nov 4, 2015
- Nov 5, 2015
- 10:30 to 17:30
- 8:00 to 16:15
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IP Office (IPO) Track (2 DAY TRACK)

IP Office Track

The Avaya IP Office track will provide partners the ability to learn from the best the Avaya support team has to offer. These tracks will consist of hands-on sessions covering the following material:

- Configuring IP Office with TLS and Certificates.
- SIP trunking installations and troubleshooting using System Monitor and Wireshark tracing.
- One-X Mobile configuration and troubleshooting.
- IP Office Server Edition Solution upgrades and well as an introduction to the new UCMv2.

Target Audience: Intermediate to Advanced

Prerequisites:

- Nov 2, 2015 – 10:30 to 17:30
- Nov 3, 2015
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- Nov 5, 2015
Technical Sales - RICS Program Overview

This presentation will cover the Global Support Services Remote Installation and Configuration Support (RICS) offer in its entirety. This session will include the different types of support offered, the rates and hours for the different types of support as well as the differences between standard and custom RICS support.

The RICS Program just launched a new streamlined engagement process for partners that simplifies the request process and makes tracking of RICS requests easier and faster. This new process will also be covered and explained and partners will have the opportunity to ask questions and see examples of the new process.

Target Audience: Partner Technical Sales

Prerequisites: None

- TBD by Tech Sales Team
- TBD by Tech Sales Team
Technical Sales - RICS IPOCC Offer

The Global Support Services (GSS) Remote Implementation Configuration Support (RICS) offer now provides partners with the opportunity to purchase IP Office Call Center (IPOCC) configuration and Implementation support when they sell IPOCC. This session will cover specifically the IPOCC RICS offer including what support is provided, how the support is delivered as well as the responsibilities for both Partners and Avaya within this support offer.

The RICS IPOCC requirements package which partners are required to fill out will also be covered completely explaining in detail each of the section and the necessary information that must be captured for the RICS team to provide accurate implementation quotes. Example IPOCC

The session also includes walking through RICS-Partner-Customer Statements of Work (SOW), and special custom reports, and custom support requests.

Target Audience: Partner Technical Sales

Prerequisites: None

- TBD by Tech Sales Team
- TBD by Tech Sales Team
Technical Sales – Selling IP Office Call Center

This session will be a workshop session on selling Contact Center. Many partners are attempting to sell IP Office Call Center (IPOCC) but struggle with getting the right requirement details from the client in order to present an accurate quote for the product and installation.

This session will cover how to meet with customers and the questions to ask so that partners sales teams can accurately get the Call Center Requirements for determining accurate IPOCC pricing. This workshop will include working through the areas of Agents, announcements, IVR Topics, IVR Menus and Reports. It will also cover discussions on standard vs custom reports and complex database dips and connectors.

Examples of questions to ask, and well documented requirements will be shared. Differences in IP Office Voice Mail Pro and IP Office Call Center scripting will also be covered including the reasons why it is NOT a best practice to simply pull the IPO VM Pro configurations and format them into IPOCC.

Target Audience: Partner Technical Sales

Prerequisites: None

- TBD by Tech Sales Team
- TBD by Tech Sales Team
Elite Multichannel Contact Center (EMC) Track

TBD

Target Audience:

Prerequisites: