


Complimentary Customer Self-Paced Training

• Fundamentals

• Users, Agents & Supervisors

• Administrators

Fundamentals Courses	Introduction to Cloud:	
	www.avaya.com/cloud-fundamentals	25 minutes
	www.avaya.com/avaya-cloud-fundamentals	15 minutes
	Avaya OneCloud™ UCaaS:	
	www.avaya.com/uc-fundamentals	15 minutes
	www.avaya.com/avaya-uc-fundamentals	10 minutes
	Avaya OneCloud™ CCaaS:	
	www.avaya.com/cc-fundamentals	15 minutes
	www.avaya.com/avaya-cc-fundamentals	10 minutes
	Avaya Devices:	
	www.avaya.com/device-fundamentals	6 minutes
Avaya Workforce Engagement Select:		
www.avaya.com/wfes-fundamentals	30 minutes	
Avaya Session Border Controller:		
www.avaya.com/asbc-fundamentals	30 minutes	
Avaya Aura® Call Center Elite:		
www.avaya.com/aacce-fundamentals	6 minutes	
Avaya Oceana®:		
www.avaya.com/oceana-fundamentals	30 minutes	
Avaya Breeze®:		
www.avaya.com/breeze-fundamentals	1.5 hours	

For help or for any questions – please call one of the [Global Support Numbers](#)

Users, Agents & Supervisors Courses



Avaya Cloud Office® User: www.avaya.com/aco-user	2 hours (incl 4 courses)
Avaya Spaces® User: www.avaya.com/spaces-user	1 hour
Avaya Workspaces for Oceana® Agent: www.avaya.com/oceana-agent	1 hour
Avaya Workspaces for Oceana® Supervisor: www.avaya.com/oceana-supervisor	1 hour
Avaya OneCloud™ CCaaS Public Multichannel: www.avaya.com/onecloud-public-multichannel-user/	1 hour (incl 2 courses)
Avaya OneCloud™ CCaaS Public Omnichannel: www.avaya.com/onecloud-ccaas-public-user	1.25 hours (incl 2 courses)
Avaya Aura® Call Center Elite Agent: www.avaya.com/elite-workspaces-agent	45 minutes
Avaya Aura® Call Center Elite Supervisor: www.avaya.com/elite-workspaces-supervisor	15 minutes
Avaya Aura® Contact Center & Avaya Contact Center Select Agent: www.avaya.com/aacc-accs-agent	30 minutes
Avaya Aura® Contact Center and Avaya Contact Center Select for Supervisors: www.avaya.com/aacc-accs-supervisor	15 minutes

Users, Agents & Supervisors Courses



Avaya Workplace Attendant (Equinox): www.avaya.com/workplace-attendant	30 minutes
Avaya Workforce Engagement Select Agent: www.avaya.com/awfos-agent	20 minutes
Avaya Workforce Engagement Select Supervisor: www.avaya.com/awfos-supervisor	2.75 hours
Avaya Mobile Experience: www.avaya.com/ame-enduser	30 minutes
Avaya Social Media Hub User: www.avaya.com/social-media-hub-user	45 minutes
Avaya WebRTC: www.avaya.com/using-webrtc	45 minutes
Avaya Converged Platform: www.avaya.com/acp-quickstart	45 minutes
Avaya J179 IP Phone User: www.avaya.com/j179-user	45 minutes

<h2>Administrator Courses</h2>	Avaya Cloud Office®: www.avaya.com/aco-admin	3 Hours (incl 2 courses)
	Avaya Spaces®: www.avaya.com/spaces-admin	45 minutes
	Avaya Session Border Controller: www.avaya.com/asbc-admin	6 hours
	Avaya WebRTC: www.avaya.com/admin-webrtc	45 minutes
	Avaya OneCloud™ CCaaS Public Multichannel: www.avaya.com/onecloud-ccaas-admin	1 hour (incl 2 courses)
	Avaya OneCloud™ CCaaS Public Omnichannel: http://www.avaya.com/onecloud-ccaas-public-	1.5 hours (incl 2 courses)
	Avaya OneCloud™ Admin Portal: www.avaya.com/onecloud-admin	1 hour
	Avaya Workforce Engagement Select: www.avaya.com/awfos-admin	3 hours
	Avaya Oceana®: www.avaya.com/oceana-admin	1.5 hours
	Avaya Analytics: www.avaya.com/analytics-admin	1.5 hours
	Avaya Control Manager: www.avaya.com/acm-administration	5 hours

Administrator Courses



Avaya Aura® Experience Portal: www.avaya.com/ep-administration	5 hours
Avaya Contact Center Select: www.avaya.com/accs-admin	2 hours
Avaya Proactive Outreach Manager (POM): www.avaya.com/pom-admin	3.5 hours
Avaya Mobile Experience: www.avaya.com/ame-admin	2 hours
Avaya Social Media Hub Admin: www.avaya.com/social-media-hub-admin	45 minutes
Avaya J179 IP Phone: www.avaya.com/j179-admin	30 minutes