AVAYA Learning

AVAYA LEARNING CENTER

END USER GUIDE

Searching for, enrolling into, paying for and accessing training

OVERVIEW

Avaya Learning develops and delivers industry leading training for Avaya Products and Solutions. Avaya Learning specifically focuses on Avaya's Product launches, Sales Force and Channel enablement – including Solution and Executive selling, certification and skills development.

Avaya Learning uses a blended learning approach offering a combination of self-paced, virtual interactive and classroom learning environments to maximize effectiveness and decrease time required to reach proficiency. Avaya Learning supports and maintains the Avaya Learning Center where both offer details and information on the Avaya Professional Credential Program can be found.

THE FOLLOWING FEATURES ARE ACCESSIBLE WITHOUT LOGGING IN WITH YOUR AVAYA SINGLE SIGN-ON (SSO) CREDENTIALS

- Home Page Overview
- Finding Your Training
    - o Main Search Feature
    - o Catalog Search Feature
    - o Credential Program Information
- Help
    - o Avaya Learning Center User Guides and Tutorials
    - o Avaya Learning Helpdesk Contact Numbers

THE FOLLOWING FEATURES ARE ACCESSIBLE BY LOGGING IN WITH YOUR AVAYA SINGLE SIGN-ON (SS0) CREDENTIALS

- Enrollment
    - o Registration – adding training to your Shopping Cart
    - o Payment
        - ▪ Selecting a session
        - ▪ Manager Approval
        - ▪ Applying Payment
- My Learning
- Transcript

AVAYA Learning

AVAYA LEARNING CENTER HOMEPAGE

Overview

- For access to the Avaya Learning Center – In your browser enter the following URL – www.avaya-learning.com
- The Avaya Learning Center home page will appear, but you **will not** be logged into the site.
- At this page, you will have the ability to "look around" and explore the Avaya Learning Center. Remember – when you are not logged in, the site does not know who you are, so you will see list prices and other items that may not be available to you once you log in.
- Across the top of the Homepage, you will see 4 category headers
  - Training
  - Credentials
  - My Learning
  - Help
- Each of these category headers has a dropdown list that allows you to explore a little deeper into the sub-categories of each.

AVAYA Learning

FINDING TRAINING

Use the Training menu to search for your training needs while in the Avaya Learning Center. This tool organizes and displays curriculum, credentials and other related information specific to Avaya Solutions and Products. You may also search via an offer code or offer properties. You will be able to easily navigate between these categories and locate the required training that you are interested in attending.

SEARCH OPTIONS

Using the main search feature:

1. Type in the offer code you are searching for in the search field

2. Click on the offer title to see additional details.

Catalog

Home / Training / Catalog

I'm interested in

🔁 Reset Search
📋 See courses
📑 See Credentials/Curriculum Maps
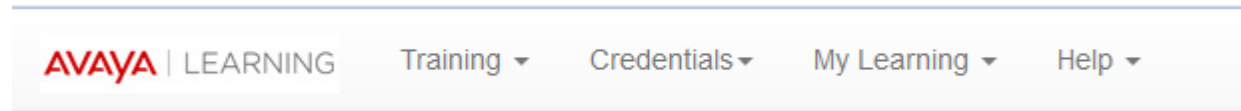
Function

☐ Sales

Courses

1 Total Offerings

« ‹ 1 › »

5U00051I - Avaya Aura Communication Manager Administration Instructor Led   Login to add to cart

AVAYA Learning

Using the Catalog Search feature:

1. Click the **Training** dropdown along the top menu; then click on **Catalog**

2. The Catalog page allows you to search by

- Area of interest (Function and Solution)
    - Function - This will provide results specific to Sales, Design or Support courses
    - Solution – This will provide results specific to Customer Engagement, Fabric Networking, Midmarket or Team Engagement
- Specific Credential, Curriculum or Course – you can search by the name or the course code
- Page by page – Courses are listed in numeric order

3. On the Search Results page, you are provided with details of your search
   - Course overview
   - List price
   - Associated Curriculums (if any)
   - Available Sessions (if any)

5U00051I - Avaya Aura Communication Manager Administration Instructor Led

This five-day Instructor Led offer is designed for individuals responsible for the administration of Avaya Aura® Communication Manager and those preparing for the ACSS – Avaya Aura® Communication Manager and CM Messaging – Embedded (ACSS-3100) credential.

Delivered in a classroom setting with remote access to lab equipment, this offer consists of a combination of interactive instructor lectures followed by practical lab exercises. Travel and living expenses are not included in the offer price.

Key objectives for this offer include the ability to:

- Describe the role of Communication Manager (CM) in the Avaya Aura core.
- Describe the Communication Manager architecture.
- Describe the role of Avaya Site Administration (ASA) with Communication Manager.
- Describe the purpose of the Communication Manager Dial Plan.
- Describe the purpose of CM Feature Access (FAC) codes.
- Define CM Station and User Administration.

Recommended knowledge:

Basic knowledge of Voice over IP (VOIP) technology.

Login to add to cart

USD 4,250.00

Details

Instructor Led Course
🕐 40.00 hrs

Proficiency Level:

This training is available to Associates, Customers, Business Partners .

Associated Curriculum Maps

Avaya Customer Training
ACSS - 3100
ACSS - Avaya Aura®
Communication Manager and
CM Messaging - Embedded

Includes these products
- 5U00051I-Avaya Aura Communication Manager Administration Instructor Led

Scheduled Class Sessions

5U00051I Avaya Aura Communication Manager Administration ...	🕐 Starts: 2015/11/09 01:30 pm BRST -02:00 **Ends:** 2015/11/13 09:30 pm BRST -02:00	🌐 Sao Paulo, BRAZIL	🏳 English	👤 Seats: 8 Avail: 7
5U00051I Avaya Aura Communication Manager Administration ...	🕐 **Starts:** 2015/11/09 09:00 am MST -07:00 **Ends:** 2015/11/13 05:00 pm MST -07:00	🌐 Highlands Ranch, UNITED STATES	🏳 English	👤 Seats: 8 Avail: 4

Using the Credential Program Search feature:

Click **Credentials** from the top menu – there are 5 options to choose from and each option allows you to view additional information regarding the Avaya Credential Program
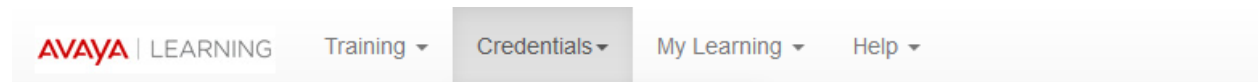
- Credential Program – provides overall information about the program and the various credentials
- Credential Management – provides information regarding how the credentials are managed once achieved
- Program Information – provides related links and credential news
- ACE – Fx – provides information regarding this new program
- News – provides links to current and archive news stories

At the main Credential Program page, there are 3 tabs. Within each of the tabs are boxes that are "clickable" and will provide you with additional information about the credential.

Credential Program

Home / Credentials / Credential Program

| Credential Program Information | Sales and Design Credentials | Services Credentials |

Sales and Design Credentials

	Sales	Design
Senior Specialist	ACSP	ACDS
Specialist	APSS	APDS
Technology Fundamentals	Foundational Knowledge	

Online Tests Proctored Exams   Sales Proficiency ↑

Services Credentials

Senior Specialist	ASPS	ACSS
Specialist	AIPS	ACIS
Technology Fundamentals	Foundational Knowledge	

Online Tests Proctored Exams   Support Proficiency ↑

The **Avaya Professional Credential Program** is designed to ensure individuals have the knowledge and skills to successfully sell, design, immplement, and maintain Avaya products and solutions that exceed customer expectations.

The Avaya Professional Credential Program consists of Sales, Design and Support Credentials and distinguishes between Solution Credentials and Product specific Credentials.

To learn more about the Program select the individual graphics above or the workbook tabs.

Avaya Professional Credentials and Certifications

The Avaya Professional Credential Program consists of Sales and Services Credentials, and uses a blend of Online Tests and Proctored Exams to validate competencies. Refer to the Avaya Professional Credential Program Overviewfor details.

In support of the credential program, Avaya Learning offers a wide variety of training content to meet the needs of our Partners, Customers, and Associates.

Fundamental to all Avaya Professional Credentials is a solid understanding of the core technologies upon which the products and solutions are built. Avaya recommends the programs of leading industry players to provide foundational knowledge: WestNet Learning (Foundational Technology Expert) and The SIP School (SSCA).
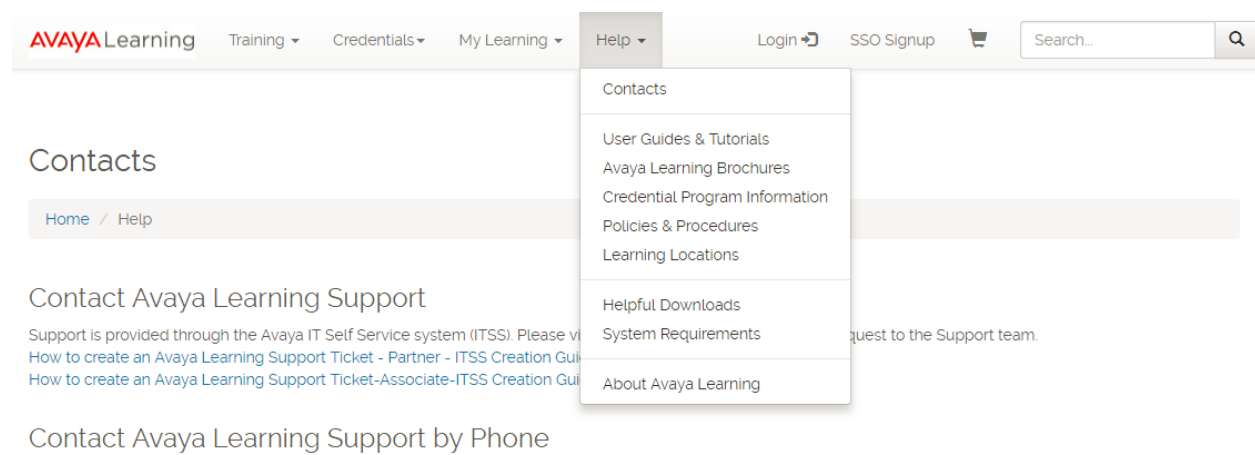
HELP

The Avaya Learning Center is supported by a global network of professionals offering 24x5 support through online request entry and phone.

Within the Help feature, you will find the following information -

- Contacts – telephone numbers, links and info on how to contact Avaya Learning Support
- User Guides and Tutorials – links to user guides to help you navigate the Avaya Learning Center
- Helpful Downloads – links to downloads that can enhance your Avaya Learning experience
- System Requirements – links to information about computer and connection requirements

Contact Avaya Learning Support by phone

Avaya Learning provides local contact numbers for all our support regions. Click on **Help**, then **Contacts** to find your regional information
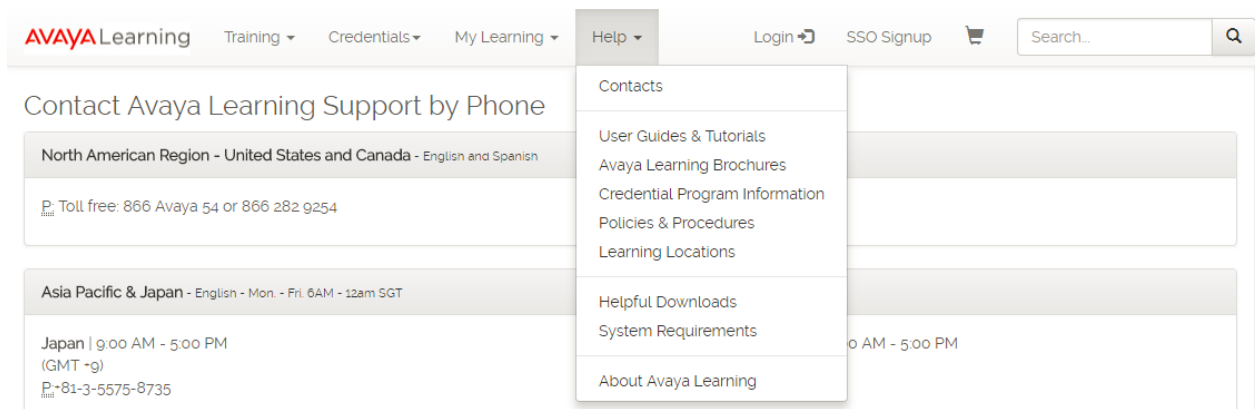
Online Request Entry

The Avaya Learning Center provides a self-service feature for entering requests into the Avaya IT Self Service (ITSS) System. To access the ITSS form in the system:

1. Click **Help,** then **Contacts** from the top navigation bar. Click on **ITSS Helpdesk** or you can access one of the **ITSS Creation Guide** links

TRAINING, ENROLLMENT, ACCESSING CONTENT AND VIEWING YOUR TRANSCRIPT

ENROLLMENT - REGISTRATION PROCESS

Enrollment is required for all offers and activities in the Avaya Learning Center. This would include offers with a delivery method of Instructor led, virtual, on demand, web-based, assessments as well as licenses for access to the Avaya Learning Virtual Campus environment.

When you are ready to login, click on the Login Icon in the bar to the right
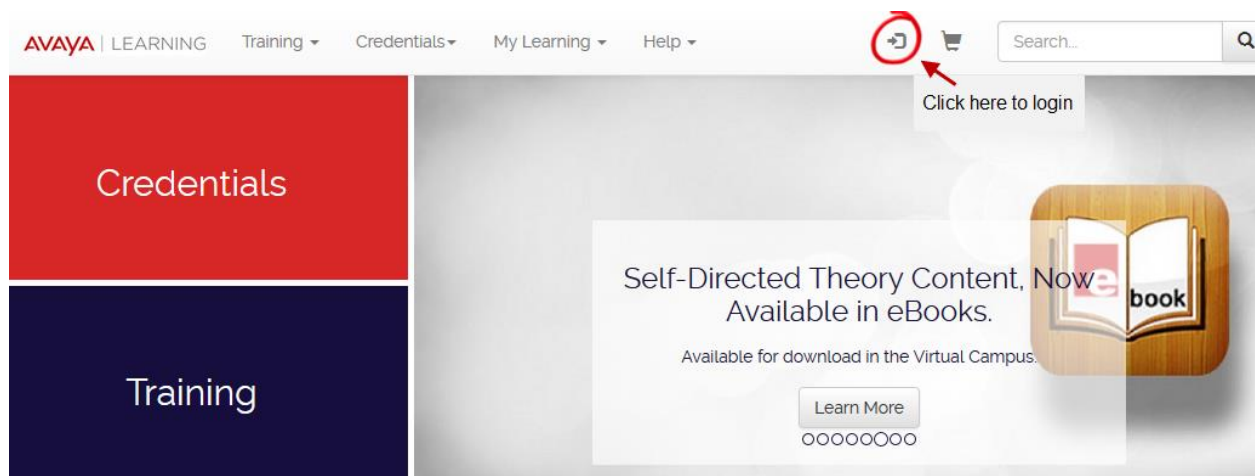
You will then be directed to the Avaya Single Sign-on (SSO) Login screen. Avaya Business Partners and Customers will log in using their existing Avaya SSO credentials (email address and password) and Avaya associates will log in using their global login (Avaya handle and password) and click **Submit**.

For additional information, please see the following User Guide – Avaya Learning Center End User Guide - SSO

Adding offers to your Shopping Cart:

1. Use the Search feature or browse the Catalog to locate an offer. (see pages 4-7 for additional details)

2. If you want to see the offer details, click on the offer title.

3. Click the **Add to Cart** next to the offer you are interested in enrolling. The shopping cart now shows 1 item in the cart and the amount.

AVAYA Learning

ntials ▾   My Learning ▾   Help ▾   Hi, Partner05 ▾   🛒❶ 81.60   Search... 🔍

Courses

1 Total Offerings   « ‹ **1** › »

0U00080W - Avaya Cloud Enablement for Video Solution - Implementation and Administration   [Add to Cart 🛒]

4. If you would like to continue shopping, you can search again by using the search tools on the left side of the screen
5. If you are finished shopping and ready to check out, click on the shopping cart icon at the top of the page

Shopping Cart (manager approval not needed)

6. The shopping cart page is where you begin the check out and payment process for your training. Verify that the ordered items are correct, then click on **Checkout**

Shopping Cart

Home / Shopping Cart

Bill To		Ship To	
Company	AVAYA EMPLOYEES	**Company**	AVAYA EMPLOYEES
Ordered By	Partner05 Learning	**C/O**	Partner05 Learning
Address	VO	**Address**	VO
	Denver, CO 11111		Denver, CO 11111
	US		US

Ordered Items

		Quantity	Amount	Total
⊗	0U00080W - Avaya Cloud Enablement for Video Solution - Implementation and Administration 👤 Partner05 Learning	1	USD 81.60	USD 81.60
			Total:	USD 81.60

[Checkout]

7. The next screen shows your order number and a dropdown to select the payment type for the order. Select **Purchase Order** if there is a cost for the training.

Order # 338785 - NEW

Bill To		Ship To	
Company	AVAYA EMPLOYEES	**Company**	AVAYA EMPLOYEES
Ordered By	Partner05 Learning	**C/O**	Partner05 Learning
Address	VO	**Address**	VO
	Denver, CO 11111		Denver, CO 11111
	US		US

Ordered Items

		Quantity	Amount	Total
⊗	0U00080W - Avaya Cloud Enablement for Video Solution - Implementation and Administration 👤 Partner05 Learning	1	USD 81.60	USD 81.60
			Total:	USD 81.60

Payments

Select Payments: Select Payment Type... ▾

8. Once you select Purchase Order, the Payment Details window appears. You **MUST** provide the following in order to complete and submit your payment –

- Purchase Order Number
- SAP Payer ID
- Sold To Number
- Upload a valid Purchase Order document

Set Payment Details

Reference / P.O. number

123

SAP Payer Id

456

Sold to Number

789

Upload Purchase Order PDF file

Browse...   Quote_(374788).pdf

Cancel   Save   Clear Payment

9. Once finished adding the payment details, click on **Save**

10. At the next screen, in the lower right corner, click on **Place Order**.

	Quantity	Amount	Total
0U00080W - Avaya Cloud Enablement for Video Solution - Implementation and Administration	1	EUR 47.03	EUR 47.03
👤 Partner02 Learning			
		Total:	EUR 47.03

Payments

	Payment Method	Amount Paid
0U00080W - Avaya Cloud Enablement for Video Solution - Implementation and Administration	Purchase Order	EUR 47.03
	Total Paid:	EUR 47.03

Place Order

11. You will receive confirmation on the following screen as well as a confirmation email.

Shopping Cart

Home / Shopping Cart

Your Order has been Enrolled, Order #338785

Selecting your session for Instructor-led training:

1. If you are purchasing instructor-led training, once you have clicked on **Checkout**, the next screen will give you the option to select a session to attend. Click on the calendar icon to see the list of available sessions. Select the radio button next to your choice and then click on **Select.** The session you selected is now visible. (See Step 7 above to continue the payment process)

Ordered Items

5U00051I - Avaya Aura Communication Manager Administration Instructor Led

❗ Please select a class session for this training item.

Select A Session

5U00051I-Avaya Aura Communication Manager Administration Instructor Led

◯	🏳 English Sao Paulo, BRAZIL	🕐 **Starts:** 2015/11/09 08:30 am BRST -02:00 **Ends:** 2015/11/13 04:30 pm BRST -02:00	👤 **Seats:** 8 **Avail:** 7
◯	🏳 English Highlands Ranch, UNITED STATES	🕐 **Starts:** 2015/11/09 09:00 am MST -07:00 **Ends:** 2015/11/13 05:00 pm MST -07:00	👤 **Seats:** 8 **Avail:** 4
◯	🏳 English Markham, CANADA	🕐 **Starts:** 2015/11/16 09:00 am EST -05:00 **Ends:** 2015/11/20 05:00 pm EST -05:00	👤 **Seats:** 8 **Avail:** 8
◯	🏳 English Wokingham, Berkshire, UNITED KINGDOM	🕐 **Starts:** 2015/11/23 10:30 am GMT +00:00 **Ends:** 2015/11/27 03:00 pm GMT +00:00	👤 **Seats:** 8 **Avail:** 7

Avaya Learning

Cancel   Select   Clear Selection

Ordered Items

⊗ 📅 5U000051I - Avaya Aura Communication Manager Administration Instructor Led

👤 _____

🕐 **Starts:** 2016/01/04 09:00 am MST -07:00, **Ends:** 2016/01/08 05:00 pm MST -07:00

🌐 Highlands Ranch, UNITED STATES

Obtaining Manager Approval

1. If manager approval is required, once you click on **Checkout**, there will be an option on the next screen to request your manager's approval

Ordered Items

		Quantity	Amount	Total
⊗	6374W - Avaya Communication Server 1000 UCM Architecture Fundamentals 👤 Chad Phillip	1	USD 0.00	USD 0.00
⊗	9U00184W - What's New with Communication Server 1000 Release 7.6 👤 Chad Phillip	1	USD 163.20	USD 163.20
⊗	1M00211W - Avaya Communication Server 1000 Upgrade Essentials 👤 Chad Phillip	1	USD 244.80	USD 244.80
			Total:	USD 408.00

Request Approval

2. Click on **Request Approval.** An email has been sent to your manager and your enrollment is pending until your manager takes action.

Manager approval is pending. Please check your email for approval email or contact your Training Manager.

3. Once your manager has approved your request the items you ordered will either appear on your Current Courses page or you will need to go to your shopping cart and provide payment.

4. If your request for approval is for an instructor-led training session, then you **MUST** select the session you want to attend before you submit your request to your manager

Ordered Items

	Quantity	Amount	Total
⊗ 📅 10C00094V - Avaya Aura Call Center Elite Multichannel Implementation and Maintenance 👤 Customer05 Learning ❗ Please select a class session for this training item.	1	USD 3,251.25	USD 3,251.25
		Total:	USD 3,251.25

Request Approval

5. From the available sessions listed, make your choice, then click on **Select**

Select A Session

10C00094V-Avaya Aura Call Center Elite Multichannel Implementation and Maintenance

|	🏴 English Global Virtual ILT-London, UNITED KINGDOM	🕐 **Starts:** 2016/01/24 11:00 pm EST -05:00 **Ends:** 2016/01/29 07:00 am EST -05:00	👤 **Seats:** 12 **Avail:** 7

Cancel   Select   Clear Selection

6. The session details are now displayed and you can now click the **Request Approval** button

Ordered Items

	Quantity	Amount	Total
⊗ 📅 10C00094V - Avaya Aura Call Center Elite Multichannel Implementation and Maintenance 👤 Customer05 Learning 🕐 **Starts:** 2016/01/25 04:00 am EST -05:00, **Ends:** 2016/01/29 12:00 pm EST -05:00 🌐 Global Virtual ILT-London, UNITED KINGDOM	1	USD 3,251.25	USD 3,251.25
		Total:	USD 3,251.25

Request Approval

MY LEARNING

ACCESSING YOUR TRAINING SCHEDULE

The classes you are scheduled to take are shown on the **My Learning >>>Current Courses** page of the system. At the **Current Courses** page you will see **Recent Transactions** which shows the newly added training activities and **Upcoming Classes** which shows you the upcoming instructor-led sessions you are enrolled in. Completed training is located on the **Avaya Transcript** page. You can add external training via Self-Reported Training located under **My Learning** as well.

To launch an Online Activity from your Current Courses page:

1. Locate the course on the page; click on **PLAY**

2. A new page will open launching the course you selected.

Avaya Learning

AVAYA | LEARNING

Customer Engagement Platforms Overview

3320W

May 2015

If you have purchased a Knowledge Access or Knowledge Collection Access license
Avaya Learning Center License Registration Guide

To view your Training Transcript

1. From **My Learning**, click on **Avaya Transcript**

Avaya Transcript

Home / My Learning / Avaya Transcript

1 - 4 of 4 Transcripts   « ‹ 1 › »   Export to Excel

0Z00100W The Anatomy of an Innovation Conversation	▶
0z00130W The Avaya Customer Gallery: Introduction	▶
2009T What is New in Avaya Aura® Communication Manager 7.0 Online Test	▶
9201W Sales Management System: Driving an effective 1:1 AM review using the SMS agendas and dashboards	▶

2. To see details of each transcript item, click on the black arrow to show a more expanded view. You can also export the transcript information by clicking on the **Export to Excel** icon.
3. Credential records are managed and kept in the Credential Management System (CMS); students can access the CMS by clicking on this link - https://i7lp.integral7.com/avaya

To add external training to your Training Transcript:

1. From My Learning, click **Self-Reported Training**

2. Complete the fields as needed then click on **Add Transcript**.
3. You can export the data by clicking on **Export to Excel**.

CANCELLING A REGISTRATION

On occasion, you may need to cancel a registration for an offer you are enrolled. You will be subject to cancellation policies outlined by Avaya Learning. Some cancellations may incur a financial penalty for your organization so you will want to check Avaya Learning policies prior to registration and cancellation.

✓ Students must contact the Avaya Learning Helpdesk to cancel orders/registrations. Please see page 8 for contact information.

✓ The Avaya Cancellation policy can be found at the following link:

https://www.avaya-learning.com/lms/#/help/policies