

AVAYA LEARNING CENTER END USER GUIDE

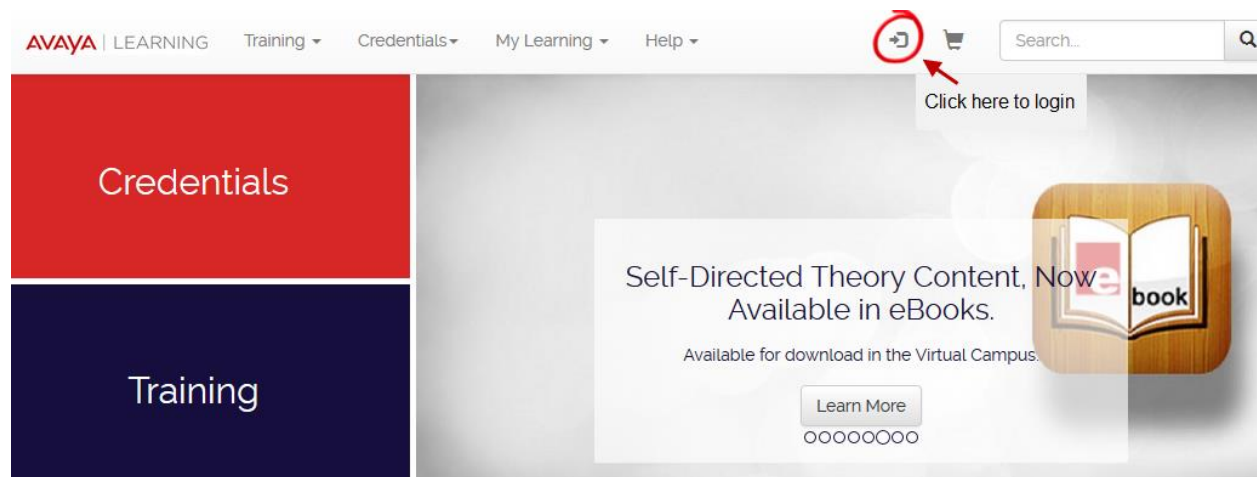
Avaya Learning Virtual Campus License Registration Guidelines

ENROLLMENT

REGISTRATION PROCESS

Enrollment is required for all offers available in the Avaya Learning Center. This would include offers with a delivery method of instructor led, virtual, and on demand as well as licenses for access to the Avaya Learning Virtual Campus.

In order to follow the registration process, you will need to sign into the Avaya Learning Center with your Avaya SSO ID and password.



Click the **login** link in the upper right corner of the screen. You will then be directed to the Avaya Single Sign On (SSO) Login page. Avaya Business Partners and Customers log in using their existing Avaya SSO credentials (email address and password) and Avaya associates log in using their global login (Avaya handle and password) and click Submit.

NOTE: If a student does not already have an Avaya SSO login, please reference the Avaya Learning Center End User Guide-SSO

AVAYA

LOGIN NOW

LOGIN INFORMATION
Email Address *

Password [Forgot Password?](#)

SUBMIT >>

Don't have a login?
[Sign Up](#)

LOGIN ASSISTANCE
[Asia Pacific](#)
[Europe, Middle East & Africa](#)
[Caribbean, Latin America](#)
[United States, Canada](#)

* Avaya employees please use your NT login and password

Adding items to your Shopping Cart:

1. Once you are logged into the Avaya Learning Center, type in the offer code you are looking for in the search field on the upper right corner of the screen. You can also use the Training Catalog to look up a group of Knowledge Access offers by using the "Search by Credentials/Curriculum Maps" or "Search by Course" filters.
2. Click on the offer title.

Catalog

Home / Training / Catalog

I'm interested in

Reset Search
See courses
See Credentials/Curriculum Maps

Function

- Sales
- Design
- Support

Solution

- Customer Engagement
- Fabric Networking
- Midmarket
- Team Engagement

Search by Credentials/Curriculum Maps

Enter keywords...

Search by Course

Courses

4 Total Offerings

0C00070E - Knowledge Collection Access: Avaya Aura Contact Center Portfolio [Add to Cart](#)

4C00020E - Knowledge Access: Avaya Aura Contact Center Implementation [Add to Cart](#)

4C03621 - Fast Track: Avaya Aura Contact Center Implementation, Configuration and Scripting Instructor Led [Add to Cart](#)

4C0362V - Fast Track: Avaya Aura Contact Center Implementation, Configuration and Scripting Virtual Led [Add to Cart](#)

Curriculum Maps

Total Credential Maps

3. The offer details will display. The lists of upcoming Workshop sessions for the Labs are listed at the bottom of the offer description for reference. To add the offer to your Shopping Cart, **click the Shopping Cart icon**. The offer description also indicates associated curriculum maps as well. Simply click on the curriculum map link to view additional information.

Note: Registration in Practice Lab Workshops takes place **after** you have purchased the offering.

4C00020E - Knowledge Access: Avaya Aura Contact Center Implementation

Avaya Learning's Virtual Campus empowers learners anywhere, anytime with complete, interactive training solutions unlocking the full value of Avaya technology. Prepare to learn and practice skills while sharing information in our socially immersive environment.

Learn how to navigate and best utilize the learning materials available in the Avaya Learning Virtual Campus by attending one of our weekly [Introductory Sessions](#).

This Knowledge Access is designed for individuals responsible for the for individuals responsible for the installation, maintenance and configuration of Avaya Aura® Contact Center and those attempting to earn the **ACIS - Avaya Aura® Contact Center** credential. It is included in the 0C00070E Knowledge Collection Access: ACIS - Avaya Aura® Contact Center Portfolio bundle.

Enrolled students have 12 months unlimited access to all content referenced below. Students are notified by email when learning materials are refreshed or new content is added during their enrollment. Please note Certification Exams delivered by authorized Pearson Vue testing centers and the allowed testing time are **NOT** included in this Knowledge Access.

Knowledge Access: Avaya Aura® Contact Ce

4C00020E_TH Self-directed theory (13

4C00020E_LAB Instructor facilitated Practice Lab Workshop (3 days/24 hours)

Key objectives include the ability to

Install and configure Avaya Media Server to support the A

Implementation

Details

Blended Learning
37.00 hrs

Proficiency Level:

This training is available to Associates Customers.

Associated Curriculum Maps

ACIS - 6209
ACIS - Avaya Aura® Contact Center CCT and Multimedia

ACIS - 6202
ACIS - Avaya Aura® Contact Center

The Offer description also shows you associated curriculum maps

List of upcoming Session

Scheduled Class Sessions

4C00020E_LAB
Avaya Aura Contact Center Implementation
Virtual ...

Starts: 2015/03/01 01:00 pm AEDT
Ends: 2015/03/03 09:00 pm AEDT
11:00

ALE AvayaLive Engage
OTHER

English
Seats: 12
Avail: 12

Available Lab Sessions

You will select the Lab Sessions **AFTER** you have purchased the offering.

Avaya Wireless LAN Implementation Lab

Language	Starts	Ends	Seats	Avail
English	2015/11/09 07:00 am CST -06:00	2015/11/10 03:00 pm CST -06:00	8	0
English	2015/11/11 02:00 am CST -06:00	2015/11/12 10:00 am CST -06:00	8	0
English	2015/03/30 02:00 am CDT -05:00	2015/03/31 10:00 am CDT -05:00	8	6
English	2015/12/14 07:00 am CST -06:00	2015/12/15 03:00 pm CST -06:00	8	5
English	2015/01/26 02:00 am CST -06:00	2015/01/27 10:00 am CST -06:00	8	8

Please Note:

To register for a lab session, select a radio button for the session you wish to attend then click the 'register' button below. The button will remain as 'register' until it is time for your session to launch. It will then change to 'launch'. You can update your selection up to 30 minutes before your currently selected lab session starts by selecting a different time and clicking the 'register' button again. To see local time zones, select your preferred time zone on your profile.

When it is within 30 minutes of your selected lab session, the 'launch' button will become active. Simply click on the button and you will be redirected to the Avaya Learning Virtual Campus.

If you need to reschedule your lab session but are unsure of when you will be able to attend another session, you may click the 'Clear Session' button below the 'register' button up to 30 minutes before your currently selected lab session. This action will remove you from the roster. To register again, follow the same steps as listed above.

Cancel Register Clear Session

- Once you add the item to your cart, the shopping cart icon in the upper right corner will change to indicate the number of items in your cart and the dollar amount. You may continue to browse the Learning Center to add additional items to your shopping cart. The number of items and dollar amount will increase as you add more items.



- Once you are ready to check out, simply click the shopping cart icon. You will be redirected to the shopping cart screen.
- If you added an item to your cart in error, simply click the **RED X** to the left of the offer and it will be removed. When you are ready to check out, click the **GREEN CHECKOUT** icon.

Shopping Cart

Home / Shopping Cart

Bill To

Company: AVAYA EMPLOYEES
Ordered By: Partner03 Learning
Address: VO Sydney, OO 11111 AU

Ship To

Company: AVAYA EMPLOYEES
C/O: Partner03 Learning
Address: VO Sydney, OO 11111 AU

Ordered Items

To remove an item from your shopping cart, click the red X

	Quantity	Amount	Total
4C0020E - Knowledge Access: Avaya Aura Contact Center Implementation Partner03 Learning	1	AUD 1,409.08	AUD 1,409.08
1A00236E - Knowledge Access: Avaya Aura Session Manager and System Manager Fundamentals Partner03 Learning	1	AUD 621.65	AUD 621.65
ATC01175WEN - Interaction Center and Operational Analyst Overview Partner03 Learning	1	AUD 621.17	AUD 621.17
	Total:	AUD 2,092.90	

When ready to check-out, click here → **Checkout**

- On the next screen, you will apply your payment method. Select **Purchase order** from the menu and complete the payment detail screen with applicable information. **Don't forget to upload your valid purchase order.** In the event that a registration is completed using an invalid purchase order, Avaya Learning will contact you to resolve the payment issue or help cancel the registration. Click **SAVE** when complete.

Payments

Select Payments: Select Payment Type...
Select Payment Type...
Purchase Order

Once you select the payment method, a payment window will appear.

Set Payment Details

Reference / PO number: PO2345

SAP Buyer Id: 12345

Sold to Number: 12345

Upload Purchase Order PDF file: PO2345_AvayaLearning.docx

Cancel **Save** **Clear Payment**

8. Once the payment details have been entered and saved, you will now be ready to place your order. Review your items and click the **PLACE ORDER** icon at the bottom of the page. Once placed, you will receive your order number and confirmation of enrollment.

Ordered Items

	Quantity	Amount	Total
4C00020E - Knowledge Access: Avaya Aura Contact Center Implementation Partner03 Learning	1	AUD 1,409.08	AUD 1,409.08
1A00236E - Knowledge Access: Avaya Aura Session Manager and System Manager Fundamentals Partner03 Learning	1	AUD 621.65	AUD 621.65
ATC01175WEN - Interaction Center and Operational Analyst Overview Partner03 Learning	1	AUD 62.17	AUD 62.17
Total:		AUD 2,092.90	

Payments

Payment Summary listed below

	Payment Method	Amount Paid
4C00020E - Knowledge Access: Avaya Aura Contact Center Implementation	Purchase Order	AUD 1,409.08
1A00236E - Knowledge Access: Avaya Aura Session Manager and System Manager Fundamentals	Purchase Order	AUD 621.65
ATC01175WEN - Interaction Center and Operational Analyst Overview	Purchase Order	AUD 62.17
Total Paid:		AUD 2,092.90

Once payment is applied, click here to place your order

Place Order

Shopping Cart

Home / Shopping Cart

Your Order has been Enrolled. Order #338764

9. If the offer(s) being ordered **REQUIRES Training Manager Approval**, you will see the following screen when you click the **CHECKOUT** icon.

Ordered Items

	Quantity	Amount	Total
4C00020E - Knowledge Access: Avaya Aura Contact Center Implementation Learning Student	1	USD 1,387.20	USD 1,387.20
Total:		USD 1,387.20	

The **CHECKOUT** icon will change to **REQUEST APPROVAL** if TM approval is required for your purchase

Request Approval

10. You and your Training Manager (Supervisor) will receive an email notification stating that a request is being made and asking the Training Manager (Supervisor) to approve.

11. Your Training Manager (Supervisor) will have three choices for approval:

- **Approved – Payment Provided:** This option allows your Training Manager (Supervisor) to provide the payment on your behalf and complete the enrollment. Once approved, you will receive a confirmation email and the offer will be listed on your Current Courses under My Learning.
- **Approved – Payment Needed:** This option allows your Training Manager (Supervisor) to approve but sends back to you to complete the payment. You will receive a confirmation email outlining the steps required to finalize payment and enroll into the offer.
- **Declined** – This option allows your Training Manager (Supervisor) to decline the request. The Training Manager (Supervisor) has the option to include a note as to why the request was declined. If this option is selected, you will receive an email notification and the offer will be removed from your shopping cart. You will need to submit a new request to your manager to enroll in the offer again.

12. Once you have received your Training Manager (Supervisor) Approval email confirmation, log into the Avaya Learning Center.

- If payment **was provided**, you will receive an enrollment confirmation and the offer components will be listed on your **CURRENT COURSES**. Check under **RECENT Transactions** or **UPCOMING Classes** for quick and easy access.

Recent Transactions

Hide

- ATCo1175WEN Interaction Center and Operational Analyst Overview ▶
- 1Aoo236E Knowledge Access: Avaya Aura Session Manager and System Manager Fundamentals ▶
- 4Coo020E Knowledge Access: Avaya Aura Contact Center Implementation ▶
- 2012V Migrating and Upgrading to Avaya Aura® 7.0 ▶
- 4Uoo030V Avaya Aura Communication Manager and CM Messaging - Embedded Implementation vILT ▶

Upcoming Classes

Hide

4Uoo030V
Avaya Aura Communication Manager and CM Messaging- Embedded Implementation Virtual Instructor Led

Enrolled on: 2015/11/03
uConnect
English

Starts: 2015/12/07 09:00 am AEDT +11:00
Ends: 2015/12/11 05:00 pm AEDT +11:00

2012V
Migrating and Upgrading to Avaya Aura® 7.0

Enrolled on: 2015/11/03
uConnect
English

Starts: 2015/12/14 09:00 am AEDT +11:00
Ends: 2015/12/17 05:00 pm AEDT +11:00

- If payment **was not provided** you will need to complete the transaction. Click on the **SHOPPING CART** icon in the upper right corner of the screen.
 - i. If you have more than one item in your shopping cart, you must pay for all items at the same time. You may also **REMOVE** items from your cart as well if they are no longer needed
 - a. *Please be aware that if you remove an item that was approved by your Training Manager or supervisor, you will need to resubmit a new request for approval again.*
 - ii. From the **Payment Method** drop down menu, click the desired payment method.
 - a. When selecting the “purchase order” payment method from the dropdown list, you will be asked to upload your Purchase Order to complete your enrollment. In the event that a registration is completed using an invalid purchase order, Avaya Learning will contact you to resolve the payment issue or help cancel the registration.
 - b. Please contact your respective Avaya Learning Help Desk if you need assistance.
 - iii. Once you have completed the payment detail screen, clicks save. You are now ready to place you order. Click the **PLACE ORDER** button. You will receive confirmation that you have been enrolled.

Ordered Items

	Quantity	Amount	Total
4Coo020E - Knowledge Access: Avaya Aura Contact Center Implementation	1	GBP 1,083.75	GBP 1,083.75
		Total:	GBP 1,083.75

Complete the information on the payment window screen and click save

Payments

Select Payment Type: Purchase Order

Select Payment Type

Payment Code

Payments

	Payment Method	Amount Paid
4Coo020E - Knowledge Access: Avaya Aura Contact Center Implementation	Purchase Order	GBP 1,083.75
		Total Paid:
		GBP 1,083.75

Once payment is applied, you are ready to place your order. Click **PLACE ORDER**

Shopping Cart

Home / Shopping Cart

Your Order has been Enrolled, Order #378309

MY LEARNING

ACCESSING YOUR TRAINING

All items associated with training you have purchased are located on your *My Learning* page of the Avaya Learning Center. You can view completed training on your Training Transcript.

To launch Avaya Learning Virtual Campus content from your *My Learning* home page:

As noted above, registration in Practice Lab Workshops takes place **after** you have purchased the offering.

1. Click on **My Learning** from the main menu then select **Current Courses**. On the left you will see the most recent transactions and on the right side you will see your upcoming classes.

Recent Transactions

Hide

ATC01175WEN Interaction Center and Operational Analyst Overview

▶

1A00236E Knowledge Access: Avaya Aura Session Manager and System Manager Fundamentals

▶

4C00020E Knowledge Access: Avaya Aura Contact Center Implementation

▶

2012V Migrating and Upgrading to Avaya Aura® 7.0

▶

4U00030V Avaya Aura Communication Manager and CM Messaging - Embedded Implementation vILT

▶

Upcoming Classes

Hide

4U00030V

Avaya Aura Communication Manager and CM Messaging-Embedded Implementation Virtual Instructor Led

🕒 Starts: 2015/12/08 01:00 am AEDT +11:00

🕒 Ends: 2015/12/12 09:00 am AEDT +11:00

Enrolled on: 2015/11/03

uConnect

🗣 English

2012V

Migrating and Upgrading to Avaya Aura® 7.0

🕒 Starts: 2015/12/14 12:00 pm AEDT +11:00

🕒 Ends: 2015/12/17 08:00 pm AEDT +11:00

Enrolled on: 2015/11/03

uConnect

🗣 English

2. Select the offer on the left under recent transactions that you would like to access. You do this by clicking the arrow to the right of the title. The offer will open to release the specific products you have purchased.

To register for the Lab session, select the **REGISTER** icon.

A new window will appear with upcoming sessions (see screen shot below). All LAB sessions take place in the Avaya Learning Virtual Campus 3D environment.

To access the theory content, click the **PLAY** icon to take the training in the 2D or 3D environment.

4C00020E Knowledge Access: Avaya Aura Contact Center Implementation

▶

Offering Details

🕒 Purchased on: 2015/11/04 10:49 am AEDT +11:00

🕒 Expires on: 2016/11/04 03:00 pm AEDT +11:00

Courses

4C00020E_LAB

Avaya Aura Contact Center Implementation Virtual Campus Offering Practice Lab Workshop

Register

Enrolled on: 2015/11/03

vLab Course

🗣 English

4C00020E_TH

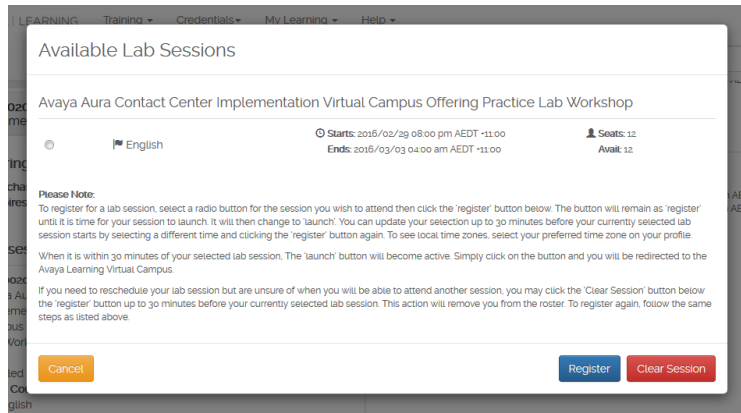
Avaya Aura Contact Center Implementation Theory

Play

Enrolled on: 2015/11/03

On Demand

🗣 English



To register for the Lab session, select the session you would like to attend and click REGISTER. The session will now appear under the Upcoming Classes section in Current Courses

- When you click on the **PLAY** link (Self Directed Theory), the Avaya Learning Virtual Campus Launch Page will appear. You will have the option to access either the 2D or 3D environment. Once you make your selection, a new browser window will open and you will be redirected to that option.



NOTE: You may update your selection up to 30 minutes before your currently selected LAB session starts by selecting a different time and clicking the 'register' button again.

- 30 minutes prior to the start of your LAB session, the CHANGE icon will become a green PLAY button. Once visible, it will transport you to the 3D Environment for your LAB session. The PLAY button will stay active until 15 minutes after the session ends.

Offering Details

Purchased on: 2015/11/04 10:49 am AEDT +11:00

Expires on: 2016/11/04 03:00 pm AEDT +11:00

Courses

4C00020E_LAB
Avaya Aura Contact Center Implementation Virtual Campus Offering Practice Lab Workshop

Starts: 2015/11/06 10:15 pm CST -06:00
Ends: 2015/11/06 10:30 pm CST -06:00

Enrolled on: 2015/11/03
vLab Course
English

When the lab session is ready to start, the 'change' icon will become 'PLAY'. Click this button to launch your lab session.

Courses

4C00020E_LAB
Avaya Aura Contact Center Implementation Virtual Campus Offering Practice Lab Workshop

Starts: 2015/11/06 10:15 pm CST -06:00
Ends: 2015/11/06 10:30 pm CST -06:00

Enrolled on: 2015/11/03
vLab Course
English

5. If the Knowledge Access offer you have purchased includes access to an Avaya Online Test, it will be listed in your **Current Courses** list. To launch the Online Test, click on the arrow to the right of the title. Once opened, click the green **PLAY** button to launch the test.

*When you click on the **PLAY** button, a new window will appear and launch the online test. Follow the instructions outlined on the Online Test window. DO NOT close your Avaya Learning Center browser. BOTH windows must stay open.*

SUPPORT

CONTACTING AVAYA LEARNING

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

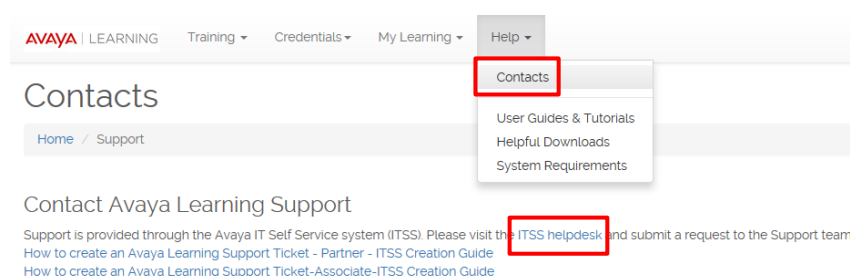
Contact Avaya Learning Support by phone

Avaya Learning provides local contact numbers for all our support regions. See **Appendix** for list of contact phone numbers by location.

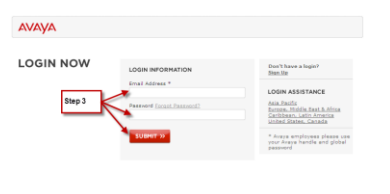
Online Request Entry

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

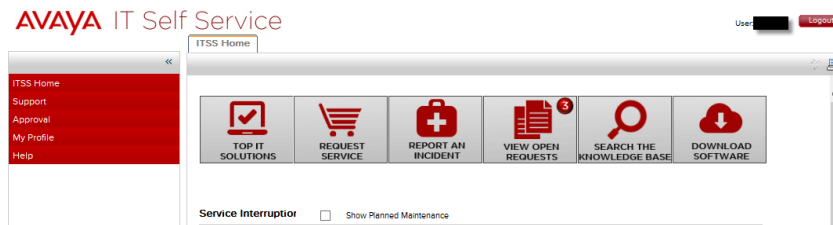
1. Click **Contacts**, under the Help menu and click on ITSS helpdesk under Contact Avaya Learning Support.



2. If you are not already logged in to the Avaya Learning Center you will need to enter your Avaya SSO Login and password to access the ITSS helpdesk.



3. Click on the appropriate ticket type and complete the necessary steps
 - ✓ Note: You will receive an electronic email confirmation of your request with a ticket number. This ticket number will be used to uniquely identify your request as it is processed to resolution.



APPENDIX

LOCAL CONTACT INFORMATION FOR THE AVAYA LEARNING CENTER

Contact Avaya Learning Support by Phone

North American Region - United States and Canada - English and Spanish

Toll free: 866 Avaya 54 or 866 282 9254

Asia Pacific & Japan - English - Mon. - Fri. 6AM - 12am SGT

Japan | 9:00 AM - 5:00 PM
(GMT +9)

P+81-3-5575-8735

Greater China | 9:00 AM - 5:00 PM
(GMT +8)

P+86-21-6120-6970

Malaysia | 9:00 AM - 5:00 PM
(GMT +8)

P+60-3-2059-3392

Singapore | 9:00 AM - 5:00 PM
(GMT +8)

P+65-6872-1158

ASEAN | 9:00 AM - 5:00 PM
(GMT +10)

P+61 29 352 9062

Australia/New Zealand | 9:00 AM - 5:00 PM
(GMT +10)

P+61 29 352 9062

Korea | 9:00 AM - 5:00 PM
(GMT +9)

P+82-2-6007-4697

Philippines | 9:00 AM - 5:00 PM
(GMT +8)

P+63-2-830-5958

Thailand | 9:00 AM - 5:00 PM
(GMT +7)

P+66-2690-4806

India | 9:00 AM - 5:00 PM
(GMT +8)

P+91-20-6724-7004

Europe, Middle East, & Africa - English, Spanish, German, French

Dubai | 9:00 AM - 5:00 PM
P+971 44048120

Belgium/Netherlands | 9:00 AM - 5:00 PM
P+31 30 609 7871

France | 9:00 AM - 5:00 PM
P+33 140 94 78 67

Germany | 9:00 AM - 5:00 PM
P+49 69 7505 6364

Hungary | 9:00 AM - 5:00 PM
P+36 1 238 8323

Italy | 9:00 AM - 5:00 PM
P+39 02 26 293 214

Russia | 9:00 AM - 5:00 PM
P+7 495 363 6892

South Africa | 9:00 AM - 5:00 PM
P+27 11 700 4640

Spain/Portugal | 9:00 AM - 5:00 PM
P+34 91 387 6308

Ireland | 9:00 AM - 5:00 PM
P+35391733600

UK | 9:00 AM - 5:00 PM
P+441483309600

Latin America - English and Spanish

Argentina | 9:00 AM - 5:00 PM
P+54 11 4118 4330

Mexico | 9:00 AM - 5:00 PM
P+52 55 52787634

Brazil | 9:00 AM - 5:00 PM
P+55 11 5185 6363