



SHARED SERVICES CANADA

Request for Information for the Procurement Process for Avaya Training

Request for Information No.	R000123530	Date	October 20, 2022
GCDocs File No.	REQ 123530	GETS Reference No.	PW-22-01010950

Issuing Office	Shared Services Canada 180 Kent Street, 13 th Floor Ottawa, Ontario K1P 0B5		
Contracting Authority (The Contracting Authority is SSC's representative for all questions and comments about this document.)	Name	Krys Pikula	
	Telephone No.	613-668-2207	
	Email Address	Krys.pikula@ssc-spc.gc.ca	
	Postal Address		
Closing Date and Time	November 2, 2022 at 14:00		
Time Zone	Eastern Daylight Time (EDT)		
Destination of Goods/Services	Not applicable – Request for Information Only		
Email Address for Submitting your Response by the Closing Date	Krys.pikula@ssc-spc.gc.ca		

SHARED SERVICES CANADA

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1. General Information

1.1 Introduction

- a) **Phase 1 of Procurement Process:** This Request for Information (RFI) is the first phase of a procurement process by Shared Services Canada (SSC) for Avaya Training (the “**Project**”). Suppliers are invited to submit responses to assist Canada in refining its requirements for the Project. Suppliers are not required to submit a response to this RFI in order to participate in any later phases of the procurement process for the Project.
- b) **RFI Phase is not a Bid Solicitation:** This RFI is not a solicitation of bids or tenders. No contract will be awarded as a result of the activities undertaken during this RFI. Canada reserves the right to cancel any of the preliminary requirements described as part of the Project at any time during the RFI or any other phase of the procurement process. Given that the RFI process and any related procurement activity may be partially or completely cancelled by Canada, it may not result in any subsequent procurement processes.
- c) **Response Costs:** SSC will not reimburse any supplier or any of its representatives for any overhead or expenses incurred in participating in or responding to any part of the RFI phase. Suppliers are also responsible for carrying out their own independent research, due diligence and investigations (including seeking independent advice) that they consider necessary or advisable in connection with their participation in the RFI process and any future procurement process.

1.2 Overview of the Project

- a) **Overview of Project:** The objective is to deliver a series of virtual instructor-led class of Avaya courses for the next 3 years, offered in English and French and in an accessible format.

Another objective of this training is to remove and not create new technological barriers to Information and Communications Technology (ICT) accessibility.

Virtual training must be delivered via Microsoft Teams.

- b) **Scope of Anticipated Procurement:**
 - i) **Potential Client Users:** This RFI is being issued by SSC. It is intended that the [insert contract(s) or standing offer(s) or supply arrangement(s)] resulting from any subsequent solicitation would be used by SSC to provide shared services to one or more of its clients. SSC’s clients include SSC itself, those government institutions for which SSC’s services are mandatory at any point during the life of any resulting instrument(s), and those other organizations for which SSC’s services are optional at any point during the life of any resulting instrument(s) and that choose to use those services from time to time. Any subsequent procurement process will not preclude

SSC from using another method of supply for any of its clients with the same or similar needs, unless a subsequent solicitation for this Project expressly indicates otherwise.

- ii) **Number of Contracts:** Canada is currently contemplating the award of one (1) contract.
 - iii) **Term of any Resulting Contract:** Canada is currently contemplating a contract period of one (1) year, plus two (2) option periods of one (1) year each.
- c) **Applicable Trade Agreements:** The following trade agreements will apply to the procurement process:

Trade Agreements	Yes/No
<i>Agreement on Internal Trade</i>	Yes
<i>North American Free Trade Agreement</i>	
<i>World Trade Organization Agreement on Government Procurement</i>	
<i>Canada-Chile Free Trade Agreement</i>	
<i>Canada-Colombia Free Trade Agreement</i>	
<i>Canada-Peru Free Trade Agreement</i>	
<i>Canada-Panama Free Trade Agreement</i>	
<i>Canada-Honduras Free Trade Agreement</i>	
<i>Canada-Israel Free Trade Agreement</i>	
<i>Canada-Korea Free Trade Agreement</i>	

1.3 Volumetric or Historical Data

The *Course Schedule and Information* data has been provided to suppliers to assist them in understanding Canada's requirements. The inclusion of this data in this RFI does not represent a commitment by Canada that Canada's future usage or purchase of training will be consistent with this data. It is provided purely for information purposes. Although it represents the best information currently available to SSC, Canada does not guarantee that the data is complete or free from error.

1.4 Submitting Questions

- a) Questions about this RFI can be submitted to the Contracting Authority at his or her email address identified on the cover page up until 2 working days before the closing date and time indicated on the cover page of this document. Canada may not answer questions received after that time.
- b) To ensure the consistency and quality of information provided to suppliers, significant questions received and the answers will be posted on the Government Electronic Tendering Service (GETS) as an amendment to this RFI.

2. Information Requested by Canada

2.1 Comments on Preliminary Documents

This RFI includes the following documents with respect to which Canada is seeking comments from suppliers:

- a) Annex A – Statement of Work

All documents reflecting Canada's anticipated requirements for this Project that are provided to suppliers during the RFI process are preliminary or draft requirements only and are subject to change. These requirements, or parts of them, may be updated before or during any subsequent solicitation.

Suppliers are requested to provide their comments, concerns and, where applicable, alternative suggestions regarding how the requirements or objectives described for the Project could be satisfied. Suppliers are also invited to provide comments regarding the content, format and/or organization of any draft documents provided with this RFI. Suppliers should explain any assumptions they make in their responses.

2.2 Responses to Questions for Industry

Canada requests responses to the following questions:

- a) Does any vendor offer training sessions, as described in Annex A, in French?
- b) Does any vendor have the content required for these training sessions translated in French?

3. Supplier Responses

3.1 Submitting a Response

- a) **Time and Place for Submission of Responses:** Suppliers interested in providing a response should submit it by email to the Contracting Authority at the email address for submitting a response identified on the cover page by the closing date and time identified on the cover page of this document.
- b) **Responsibility for Timely Delivery:** Each supplier is solely responsible for ensuring its response is delivered on time to the correct email address.
- c) **Identification of Response:** Each supplier should ensure that its name and return address, the solicitation number, and the closing date are included in the response in a prominent location. The supplier should also identify a representative whom Canada may contact about the response, including the person's name, title, address, telephone number and email address.

3.2 Confidentiality

If a supplier considers any portion of its response to be proprietary or confidential, the supplier should clearly mark those portions of the response as proprietary or confidential. Canada will treat the responses in accordance with the *Access to Information Act* and any other laws that apply.

4. Canada's Review of Responses

4.1 Review of Responses

Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify any draft documents provided with this RFI and its procurement strategy. Canada will review all responses received by the RFI closing date and time. Canada may, in its discretion, review responses received after the RFI closing date and time.

4.2 Review Team

A review team composed of representatives of Canada will review and consider the responses. Canada may hire any independent consultant(s), or use any Government resource(s), to review any response. Not all members of the review team will necessarily participate in all aspects of the review process.

4.3 Follow-up Activity

- a) Canada may, in its discretion, contact any suppliers to follow up with additional questions or for clarification of any aspect of a response. Canada's follow-up may involve a request for a further written response or for a meeting with representatives of Canada.

ANNEX A – STATEMENT OF WORK

SSC AVAYA TRAINING

Requirement

The Digital Services Branch at Shared Services Canada Learning and Development team requires a Contractor to deliver a series of Avaya training. Microsoft 365 training.

Background

Shared Services Canada (SSC) is responsible for the management of IT Infrastructure for Government of Canada Departments and Agencies and delivers IT services to over 300,000 users. ~~The Microsoft courses will help employees to better understand the functionalities of the program, and provide them the knowledge and skills so they may better utilize the tool. The training will be beneficial in day to day work functions as it is a program that is used regularly and this training will contribute to working efficiently.~~

Digital Services Branch (DSB) is responsible for the deployment of modern, reliable and cost-effective digital services, including telecommunication services and support, hardware and software provisioning and digital communications solutions. DSB is also mandated to support enhanced telecommunications and network services designed to improve collaboration, mobility and capacity at the enterprise level, while delivering improved value for Canadian taxpayers.

SSC's Role in Promoting Accessibility

The *Accessible Canada Act* is intended to enhance the full and equal participation of all persons, especially persons with disabilities, in society. This is to be achieved through the progressive realization, under federal jurisdiction, of a Canada without barriers, particularly by the identification, removal and prevention of barriers.

SSC has a role in implementing the Government of Canada's (GC) vision for a more accessible Canada because SSC provides the information technology infrastructure that supports the delivery of digital services to Canadians and GC employees. This means that SSC is engaged in the procurement of goods and services and in supporting the delivery of programs and services by other government departments, both of which are areas covered by the *Accessible Canada Act*. SSC's goal is for its information technology infrastructure to be more accessible to and more usable by the broadest range of government officials and Canadians who use it, including those with disabilities.

SSC is committed to providing leadership to procure accessible ICT goods and services and supporting the goal of inclusive by design, accessible by default.

As the intention is for this initiative to take place progressively, suppliers should anticipate that, over time, the accessibility requirements in Canada's procurement contracts will evolve and may become more comprehensive.

Summary of Work

The objective is to deliver a series of virtual instructor-led class ~~virtual, or~~ of Avaya Microsoft courses for the next 3 years, offered in English and French and in an accessible format. Another objective of this training is to remove and not create new technological barriers to Information and Communications Technology (ICT) accessibility. ~~The Contractor must provide the facilities for the in-class training in the National Capital Region (NCR).~~ Virtual training must be delivered via Microsoft Teams.

Course Schedule and Information

Course	Attendees	Course Length	Language of Delivery
<u>Administering Avaya Aura Communication Manager Microsoft Excel 365 – Basic – Level 1</u>	Virtual: 30-354-20 Classroom: 4-15	<u>5-day Virtual Instructor-Led course</u> Virtual: 2 X-0.5 days Classroom: 1 day	English/French
<u>Administering Avaya IX Messaging (W=self-paced) Microsoft Excel 365 – Intermediate – Level 2</u>	Virtual: 20-254-20 Classroom: 4-15	<u>1.5 day Self-Paced course</u> Virtual: 2 X-0.5 days Classroom: 1 day	English/French
<u>Administering Avaya Aura System Manager Microsoft Excel 365 – Intermediate – Level 2</u>	Virtual: 30-354-20 Classroom: 4-15	<u>5-day Virtual Instructor-Led course</u> Virtual: 2 X-0.5 days Classroom: 1 day	English/French French
<u>Administering Avaya IP Office Platform R11 (W=self-paced) Microsoft Excel 365 – Expert – Level 3</u>	Virtual: 40-50-20 Classroom: 4-15	<u>1.5 day Self-Paced course</u> Virtual: 2 X-0.5 days Classroom: 1 day	English/French
<u>Integrating Avaya Aura Core Components</u>	Virtual: 354-20 Classroom: 4-15	<u>5-day Virtual Instructor-Led course</u> Virtual: 2 X-0.5 days Classroom: 1 day	English/French French
Supporting Avaya Aura Core Components	Virtual: 35	5-day Virtual Instructor-Led course	English/French
<u>Administering the Avaya Session Border Controller for Enterprise F Microsoft PowerPoint 365</u>	Virtual: 204-20 Classroom: 4-15	<u>6 hour Self-Paced course</u> 1 day	English/French
<u>Integrating and Configuring IP Office Platform Release 11 Microsoft PowerPoint 365</u>	Virtual: 74-20 Classroom: 4-15	<u>4-day Virtual Instructor-Led course</u> 1 day	English/French French

<u>Contact Center Fundamentals ALCC-2009</u> <u>Microsoft Word 365</u>	Virtual: 25-354-20 Classroom: 4-15	<u>15-minute Self-Paced course</u> <u>1 day</u>	English/French
<u>Supporting IP Office Platform Release</u> <u>11 Microsoft Word 365</u>	Virtual: 74-20 Classroom: 4-15	<u>2-day Virtual Instructor-Led course</u> <u>1 day</u>	English/French French
<u>Implementing and Supporting Avaya Contact Center Select</u> <u>Microsoft Outlook 365</u>	Virtual: 20-264-20 Classroom: 4-15	<u>5-day Virtual Instructor-Led course</u> <u>1 day</u>	English/French
Supporting Avaya Aura Call Center Elite	Virtual: 134-20 Classroom: 4-15	2-day Virtual Instructor-Led course <u>1 day</u>	English/French French
Implementing Avaya Aura Call Center Elite	Virtual : 13	4-day Virtual Instructor-Led course	English/French
<u>Avaya Aura Contact Center Implementation</u> <u>Microsoft One Note 2016 or 365*</u>	Virtual: 15-254-20 Classroom: 4-15	<u>5-day Virtual Instructor-Led course</u> <u>0.5 day</u>	English/French
<u>Avaya Aura Contact Center Multimedia Implementation</u> <u>Microsoft One Note 2016 or 365*</u>	Virtual: 134-20 Classroom: 4-15	<u>3-day Virtual Instructor-Led course</u> <u>0.5 day</u>	English/French French
<u>Administering Avaya Aura Contact Center</u>	<u>Virtual: 10</u>	4-day Virtual Instructor-Led course	English/French
Supporting Avaya Aura Contact Center	Virtual : 10	3-day Virtual Instructor-Led course	English/French
Total	394 participants	55 days + 6 hours and 15 minutes of self paced courses	English/French

* SSC currently uses One Note 2016 but may change to One Note 365 before the end of the contract.

Delivery Model / Instructional Methods

Training course will be provided using MS Teams where various time zones must be accommodated and facilitated by instructors accredited to deliver the training defined above. The course will be delivered through a combination of methods that use Adult Education techniques and support a variety of learning styles.

Each individual course will have a minimum of 4 participants and a maximum of 20 participants. All sessions are to be delivered during business hours (Monday to Friday, 8:30am to 4:30pm PDT, EDT and ADT) including time for health breaks.

Accessibility requirements

Live captioning services must be provided, identifying the speaker and any significant audio.

Documentations / Reference Materials

Accessible by default: the Course documentation must be available in both accessible electronic versions and hard copy , and in both English and in French. Both the English and French versions of all teaching content and/or learning materials must be equivalent in content and format, and include proper syntax and grammar. Screenshots and graphics must be clear, legible, in the same language as the text in the main body of the document and include relevant alternative text.

Accessibility Requirements – Electronic non-web documents

Accessible by default: the accessible electronic version of the material provided to participants must be accessible to all users, including people with disabilities, as indicated in Annex C. Electronic versions must provide equivalent content to the printed documents and must be provided at least five business days prior to the course start date to any in-person attendees who require accommodation.

Accessibility in the course delivery

The way the course is delivered in a live setting is as important as the course design or material itself. Examples are:

- Accessibility features on MS Teams should be used.
- Language : use path description instead of color or visual reference (i.e. click on the green icon versus under the ‘review’ menu, select ‘check Accessibility’).
- Actions should be described : if participants are asked to write or draw on a screen, indications should appear on the screen and the facilitator should read aloud what is being written.

DOCUMENTS

Guidance for creating accessible documents

For practical guidance on creating accessible documents, refer to these [Accessible Document Guides](#).

Multiple formats

Where documents are provided in more than one format (for example a report provided in both PDF and Excel format), at least one of these must be accessible as detailed in **Appendix C—ICT Accessibility Requirements**. The accessible version must provide equivalent information to the inaccessible version. A notice must be posted indicating which format is accessible.

Accessibility Requirements – Printed documents

Printed documents provided to SSC employees must adhere to the relevant requirements of the electronic documents, including but not limited to text contrast and use of colour. For practical guidance, see **[Appendix B: Accessibility guidance for printed documents]**.

To ensure equal access for persons with print disabilities, accessible electronic versions must be available which provide equivalent content to the printed documents.

Scheduling, Registration and Session Administration

Finalized participant list will be provided to the contractor 10 business days prior to the course start date.

Accommodation requests

Through SSC course registration system, participants will be able to make a request for accommodation at the time of his/her registration (a minimum of 3 weeks prior to the event). SSC will liaise between the participant and the contractor to ensure that their needs can be accommodated. The contractor must work with SSC to accommodate SSC employee accommodation requirements which enable them to fully participate in the training.

The contractor may be required to provide additional support to participants with disabilities to ensure equal access and to meet accommodation requests. If the support provided is not deemed accessible, the contractor must provide another solution, at their own costs.

The contractor must ensure that their documentation and course delivery addresses ICT accessibility requirements addressed elsewhere in this document.

Virtual Delivery System Functionality and related services

The vendor must use Microsoft 365 Teams for the delivery of training and must provide a dial-in option so that learners can access the training by phone. Any additional tools must be available to SSC employees from their work computer. It must provide, at a minimum, remote access to real-time, live audio in the classroom, plus screen sharing to display the course material being projected in the classroom. It is preferable that the system provides live, high quality video of the instructor.

It must meet the following requirements:

- available to participants for the duration of the course
- ability to communicate verbally to the instructor and all participants in the room
- ability to communicate through a chat function with the instructor
- easy access to all course materials
- available from a computer (system requirement)
- display captions for classroom audio as per clause 9.1.2.4 and/or 11.1.2.4 “Captions (live)” of the EN 301 549 as indicated in Appendix C in this document.

The system should allow employees to choose English or French as their interface language. For the purposes of this training program, the availability of course materials must be in English and French. The software interface must match the language delivery of the course (e.g. French delivery of an Excel course must be delivered using French Excel Interface and vice versa).

Support for virtual participants

The Contractor must supply technical support personnel to be available to resolve technical problems encountered during the delivery of the courses within one hour of a problem being experienced. This might include support for persons who have indicated that they have accommodation requirements, and who may not be able to use all functionality, or who require assistance in the use of accessibility features of the virtual delivery system. These services and related documentation must be available in both English and French, and conform to clause 12 “Documentation and support services” of the EN 301 549 as indicated in Appendix C of this document.

Reporting and Invoicing

The Contractor will provide session reports, which indicate all scheduled sessions attendance, completions and no-shows, grouped by session.

The Contractor will ensure that the employee identifying information is consistently used for all data.

The Contractor and the Training Authority should work together in order to define data and the ability to create such report to meet the requirement of each party. Monthly invoices must clearly indicate the names of participants and key identifying information, plus the session attended.

Travel

SSC will not reimburse the contractor for any travel requirements.

Course Evaluation

The Contractor will apply and use level 1 of the Kirkpatrick Model for training evaluation and be responsible for creating, issuing and gathering course evaluation data for every session and from all employees who complete the course. The Contractor will summarise the data and provide session reports to the Training Authority within one week of each session date. Course evaluations may be gathered through follow-up with each participants by email to invite them to complete a course evaluation online. It is preferable that alternative options be offered to any employees who cannot or prefer not to complete the evaluation through this method (for example accessible Word version or hard copy for completion by hand). The Course evaluations shall not be destroyed by the Contractor until one year after the session date for which it was collected.

Regular Meeting to review progress

The Contractor must be available to have regular discussions with the Training Authority as required to review progress and discuss any issues requiring resolution. This may include issues related to instructor performance (for example, based on course evaluations data), or specifics related to the registration process or data availability.

Completion notifications and Certificates

The Contractor must provide a proof of completion to each participant by email in PDF format within 10 business days after the course. These should be prepared in the language of delivery for the course that

was completed. Email notifications for any no-shows should also be delivered to the employee, as well as the Training Authority.

Accessibility of digital components

All Information and Communication Technology (ICT) components of the proposed solution must conform with relevant accessibility requirements of the EN 301 549 (2018) as detailed in **[Appendix C- ICT Accessibility Requirements]**

These components include but are not limited to: Websites, Web applications, or HTML documents, Documents that are not HTML, Product Documentation, Support Services.

Where the procurement includes an Annex with a limited set of accessibility requirements, and the supplier's proposed solution includes other ICT elements that are not included in the listed clauses, the supplier will be held to all relevant accessibility requirements of the EN 301 549 (2018) which includes clauses 5 through 13.

APPENDIX A

Courses Descriptions

A contract will be awarded to supply the delivery of the training, described at a high-level, as follows:

Administering Avaya Aura® Communication Manager

This 5-day Virtual Instructor-Led course is designed for individuals responsible for administering and carrying out day to day administration tasks on Avaya Aura® Communication Manager. Delivered in a virtual classroom setting with remote access to a lab environment, this offer consists of a combination of interactive instructor lectures followed by practical lab exercises. This course is recommended for students preparing to take the 61451T - Administering Avaya Aura® Communication Manager Specialized Test.

Key Learning Objectives:

- Explain the role of Communication Manager (CM) in the Avaya Aura® core
- Describe the role of System Manager for administering Communication Manager
- Configure key CM components such as the Dial Plan, Feature Access Codes and Endpoints
- Explain the Class of Restriction (COR) and Class of Service (COS) features
- Define CM Call Treatment options such as Call Coverage and Call Forward
- Configure CM User features including Bridged Call Appearance, Priority Calling and Abbreviated Dialing
- Administer CM Group features such as Hunt Groups, Pickup Groups and Team Button
- Define CM announcements and create a Meet-me Conference Bridge
- Configure Trunks and Call Routing using the Automatic Alternate Routing (AAR) and Alternate Route Selection (ARS) features
- Perform Basic CM maintenance and troubleshooting

60940W - Administering Avaya IX™ Messaging R10

This 1.5-hour self-paced course is designed for individuals responsible for administering Avaya IX™ Messaging R10. This self-paced course gives students the opportunity to follow and review the training materials at their own pace including completion of demonstrations and activities. This course is recommended for students preparing to take the ASAC-0026, Avaya IX™ Messaging Administration. Microsoft Excel

Key Learning Objectives:

- Reference system specifications and capacities when making system-administration decisions
- Locate, access, and log in to the "UC Admin" and "Web Admin" system console software
- Recognize when and how to use Company settings
- Access and identify the Company, Mailbox, and Feature Group settings
- Apply the correct administrative settings for typical scenarios
- Distinguish usage scenarios for modifying Voice Menus and the Telephone User Interface (TUI)
- Customize the Telephone User Interface (TUI) for selected users and groups
- Develop, create and maintain multi-level Voice Menus to help callers interact with the voice server and connect with the desired resources

- [Discover functions available using the Web Admin tool](#)
- [Navigate the Web Admin tool to administer selected functions](#)

61131V - Administering Avaya Aura® System Manager

[This 5-day Virtual Instructor-Led course is designed for individuals responsible for Administering Avaya Aura® System Manager. Delivered in a virtual classroom setting with remote access to a lab environment, this offer consists of a combination of interactive instructor lectures followed by practical lab exercises. This course is recommended for students preparing to take the 61131T - Administering Avaya Aura® System Manager Specialized Test.](#)

Key Learning Objectives:

- [Add Administrative Users, Roles, Groups and Manage Security Policies](#)
- [Administer Session Manager Domains, Locations, SIP Entities, Dial Patterns and Adaptations](#)
- [Manage Communication Manager from System Manager and administer Advanced SIP Telephony \(AST\) Devices](#)
- [Administer Communication Manager and Session Manager Bandwidth](#)
- [Backup and Restore of System Manager Database](#)
- [Import and Export System Manager Data](#)
- [Access Alarms and Logs](#)
- [Enable Tenant Management in System Manager](#)
- [Describe Solution Deployment Manager](#)
- [Describe Geographic Redundancy](#)

67200W - Administering Avaya IP Office™ Platform R11

[This 1,5-hour self-paced course is designed for individuals responsible for administering Avaya IP Office. This self-paced course gives students the opportunity to follow and review training materials at their own pace including completion of demonstrations. This course is recommended for students preparing to take the Avaya IP Office™ Platform R11 Administrator \(ASAC - 0013\) certification.](#)

Key Learning Objectives:

- [Navigating within Web Management and Manager for System Configuration](#)
- [Creating and Modifying User Settings](#)
- [Configuring Call Handling and Voicemail](#)
- [Creating Ring, Pick-Up, Voicemail and Overflow Groups](#)
- [Applying Short Codes, Time Profile and User Rights](#)
- [Setting up Incoming Call Routes](#)
- [Using the Error List to Troubleshoot Configurations](#)
- [Managing the System Directory](#)
- [Configuring Web Administration for Users](#)

71201V - Integrating Avaya Aura® Core Components

This 5-day course Virtual Instructor led is intended for technicians who are new to Avaya Aura and will be responsible for the implementation and integration of the Core products in the Avaya Aura Solution. Delivered in a virtual classroom setting, with remote access to a lab environment, this offer consists of a

combination of interactive instructor lectures followed by practical lab exercises. This course is recommended for students preparing to take the 71201X - Avaya Aura® Core Components Implement Certified Exam.

Key Learning Objectives:

- Describe the key features and functionality of the Core components in the Avaya Aura® Solution
- Describe the deployment process for the Core products
- Perform the integration of the Core components in the Avaya Aura solution architecture
- Implement and configure Avaya Aura Device Services for Dynamic endpoint configuration and AADS Utility Services capability
- Perform post-implementation configuration of the Core components in the Avaya Aura solution architecture
- Perform basic administration and troubleshooting for the Avaya Core components

72201V - Supporting Avaya Aura® Core Components

This five-day Virtual Instructor Led course is designed for Avaya Associates, Partners, and Customer technicians who are responsible for the day-to-day troubleshooting and support of the Avaya Aura Core products. The Core products include Avaya Aura® System Manager, Avaya Aura® Session Manager, Avaya Aura® Communication Manager, Avaya Aura® Media Server and Avaya Aura® Devices Services. Delivered in a virtual classroom setting with remote access to a lab environment, this offer consists of a combination of interactive instructor lectures followed by practical lab exercises. This course is recommended for students preparing to take the 72201X - Avaya Aura® Core Components Support Certified Exam.

Key Learning Objectives:

- Identify the components of the Avaya Aura® Core Architecture
- Define the role played by Avaya Aura Device Services in supporting the Avaya Aura Core
- Describe fundamental voice network processes and standards
- Use appropriate tools to validate system status and collect system and network data
- Diagram call and message flows
- Use the lessons learnt in this course to isolate issues and/or present a package of information to assist the next level of support

0662W - Administering the Avaya Session Border Controller for Enterprise

This course contains two parts:

- 60672W: Administering the Avaya Session Border Controller for Enterprise - SIP Trunk
- 60682W: Administering the Avaya Session Border Controller for Enterprise - Remote Worker

This 6-hour self-paced course is designed for individuals responsible for administering the Avaya Session Border Controller for Enterprise (ASBCE). This self-paced course gives students the opportunity to follow and review the training materials at their own pace, including completion of demonstrations and activities. This course is recommended for students preparing to take the 60662T -Administering Avaya Session Border Controller for Enterprise Specialized Test.

Key Learning Objectives:

- Describe the Avaya Session Border Controller for Enterprise

- [Explain the Capabilities and Features of ASBCE](#)
- [Explain EMS and Administrator Logins](#)
- [Administer SIP Trunking](#)
- [Administer and Implement Remote Worker](#)
- [Tracing ASBCE with tracesbc and taking Packet Captures](#)
- [Explain SIP Statistics, Periodic Statistics, User Registration and Server Status Report](#)
- [Create snapshots, take backups and restore the ASBCE](#)
- [View Incidents, System logs, and Audit logs](#)
- [View and analyze alarms](#)

77201V - Integrating and Configuring IP Office™ Platform Release 11

[This 4-day Virtual Instructor-Led course is designed for individuals responsible for Integrating Avaya IP Office™ Platform. Delivered in a virtual classroom setting with remote access to a lab environment, this offer consists of a combination of interactive instructor lectures followed by practical lab exercises. This course is recommended for students preparing to take the 77201X - Avaya IP Office™ Platform Basic Integration and Configuration Exam](#)

Key Learning Objectives:

- [Identifying the hardware and software components of a IP Office Platform solution](#)
- [Identify the installation and ignition process of an IP Office Server Edition system](#)
- [Identify configuration capabilities of the IP Office management tools](#)
- [Identifying licensing requirements of a IP Office solution](#)
- [Perform both online and offline configuration tasks using the IP Office Manager and the Web Manager](#)
- [Configure SIP and IP Endpoints, settings for users, hunt groups and trunks](#)
- [Identify the basic features and configure the integrated Voicemail and VoiceMail Pro including VoiceMail Pro call flows](#)
- [Deploy and configure IP Office Media Manager](#)
- [Describe the Avaya Session Border Controller integration into an IP Office solution](#)

60030W - Contact Center Fundamentals

[This 15-minute self-paced course provides foundational knowledge around Contact Center. This self-paced course gives students the opportunity to follow and review the training materials at their own pace including completion of demonstrations and activities. This content can be accessed by either enrolling here on Avaya Learning Center, which will track your progress, or via the following direct URL below \(no login required & no permanent tracking\).](#)

Key Learning Objectives:

- [Describe Call Centers and Contact Centers](#)
- [Explain Multichannel and Omnichannel](#)
- [Describe the Customer Journey](#)

78201V - Supporting IP Office™ Platform Release 11

This 2-day Virtual Instructor-Led course is designed for individuals responsible for supporting the Avaya IP Office™ Platform solution. Delivered in a virtual classroom setting with remote access to a lab environment, this offer consists of a combination of interactive instructor lectures followed by practical lab exercises. This course is recommended for students preparing to take the 78201X — Avaya IP Office™ Platform Support Exam

Key Learning Objectives:

- Review the hardware and software components of an IP Office Platform solution
- Introduce security administration processes to secure the IP Office Platform
- Introduce the upgrade procedures for the IP Office Platform
- Identify the processes to backup and restore the solution
- Introduce the tools available to troubleshoot the IP Office Platform
- Identify and prepare log files for troubleshooting analyses
- Practice what you learnt and use the knowledgebase articles to solve issues

77600V - Implementing and Supporting Avaya Contact Center Select

This Course is intended for individuals responsible for the implementation and support of the Avaya Contact Center Select system and those attempting to earn the ACSS - 7895 Avaya Contact Center Select credential.

Delivered in a virtual classroom setting with remote access to lab equipment, Avaya Contact Center Select Implementation and Support consists of a combination of instructor presentations followed by hands-on exercises performed by students. Students will have an opportunity to ask questions and participate in discussions during the lectures and lab exercises. Upon completion students are prepared to complete the ACSS – 7895 Avaya Contact Center Select Implement and Maintenance Exam.

Key Learning Objectives:

- Describe the Avaya Contact Center Select, its components and the integration requirements and configuration with IP Office.
- Set up the Avaya Contact Center Select (after configuring the IP Office) including all needed components.
- Describe how to use the Ignition Wizard, understand User and Data provisioning and the administration of supervisor and agents in modifying configured data.
- Learn how to use the reporting features of the Avaya Contact Center Select.
- Describe the Multimedia functionality of Avaya Contact Center Select.
- Become familiar with valuable maintenance and troubleshooting utilities.
- Learn how to perform scheduled database backup procedure.

74600V - Supporting Avaya Aura® Call Center Elite

This virtual instructor led course is designed for individuals responsible for supporting the Avaya Aura® Call Center Elite system. Delivered in a virtual classroom setting with remote access to a lab environment, this offer consists of a combination of interactive instructor lectures followed by practical lab exercises. This virtual instructor led training provides the opportunity to troubleshoot and support the Avaya Aura® Call Center Elite. Using theory, demonstrations and lab exercises, learners will come away with the knowledge required to support Avaya Aura® Call Center Elite. Students have the opportunity to follow and review the training materials at their own pace. The Avaya Aura Call Center

Elite Support is designed to attend with your own equipment such as development PC or Mac. This course is recommended for students preparing for the ACIS-7392 and ACSS-7492 credentials.

Key learning objectives for this offer include the ability to:

- Describe virtual routing such as: Look Ahead interflow (LAI), Enhanced Interflow, Basic Service Routing (BSR), Adjunct Routing and Network Call redirection (NCR)
- Troubleshoot using the Communication Manager Denial Event.
- Describe the troubleshooting tools in CM and apply troubleshooting command such as “list trace vdn”, “list trace vector” and “list trace station”
- Describe the troubleshooting tools in CM and apply troubleshooting commands such as “list trace vdn”, “list trace vector” and “list trace station”
- Describe Business Advocate (BA) with fundamental call center questions
- Understand the common problems that traditional ACD calling centers experience and how Business Advocate can help overcome these problems.
- Troubleshooting the Avaya Aura® Media Server.
- Describe the vector variable operations.
- List Trace, Display Events, and List Usage.
- Troubleshoot common call vectoring issues.
- Describe the Best Service Routing feature in Avaya Aura® Call Center Elite.
- Describe the Best Service Routing in a multisite environment
- Describe the Service Level Maximizer (SLM)
- Describe the capabilities and features of Dynamic Business Advocate.

73600V - Implementing Avaya Aura® Call Center Elite

This virtual instructor led course is designed for individuals responsible for installing and configuring the Avaya Aura® Call Center Elite system. Delivered in a virtual classroom setting with remote access to a lab environment, this offer consists of a combination of interactive instructor lectures followed by practical lab exercises. This virtual instructor led training gives learners the opportunity to explore the Avaya Aura® Call Center Elite features and components. Using theory, demonstrations and lab exercises, learners will come away with the knowledge required to installing and configuring Avaya Aura® Call Center Elite. Students have the opportunity to follow and review the training materials at their own pace. The Implementing Avaya Aura Call Center Elite is designed to attend with your own equipment such as development PC or Mac. This course is recommended for students preparing for the ACIS-7495 and ACSS-7860 credentials.

Key learning objectives for this offer include the ability to:

- Describe the Avaya Aura® components.
- Describe the Avaya Aura® Call Center Elite features.
- Configure the Expert Agent Selection feature.
- Create agent login ID's and stations.
- Describe and create virtual directory numbers.
- Design, create and test call vectors for Avaya Aura Call Center Elite.
- Describe vector variables and how they are used to create advanced vector test steps.
- Describe and create dialing features including the dialing plan in Avaya Aura® Call Center Elite.

- Describe methods for assigning user calling permissions and restrictions.
- Describe the properties and creating of hunt groups, splits, and skills for agents.

70210V - Avaya Aura® Contact Center Implementation

This Virtual Instructor Led course (vILT) is designed for individuals responsible for the implementation, support, and troubleshooting of Avaya Aura® Contact Center and those attempting to earn the ACSS - Avaya Aura Contact Center credential.

Delivered in a virtual classroom setting with remote access to lab equipment, Avaya Aura® Contact Center Implementation consists of a combination of instructor presentations followed by hands-on exercises performed by students. Students will have an opportunity to ask questions and participate in discussions during the lectures and lab exercises. Upon completion students are prepared to complete the 6210X Aura Contact Center Implement Exam.

Key Learning Objectives:

- Describe how Avaya Aura® Contact Center supports SIP-enabled contact centers based on the Avaya Aura® Unified Communications (AAUC) platform.
- Describe the Avaya Aura® Unified Communications platform and the integration with Avaya Aura® Contact Center components.
- Identify the server hardware requirements for your Avaya Aura® Contact Center installation. Discuss the product licensing requirements for your Avaya Aura® Contact Center installation.
- Configure the Microsoft Windows Server 2012 operating system for your Avaya Aura® Contact Center installation
- Install the Avaya Aura® Contact Center application software and launch the Avaya Aura® Contact Center Ignition Wizard.
- Describe and commission the Avaya Aura® Media Server.
- Perform Contact Center Manager Administration commissioning tasks.
- Add the Communication Control Toolkit and Contact Center Multimedia servers in Contact Center Manager Administration.
- Add Agents in CCMA and configure the following: Agent Desktop application, Route Points and Routes, Agent Desktop Displays (ADD)Tool and the CCT Reference Client.
- Install Orchestration Designer and create and test Scripts. Describe CCMA Client commissioning.
- Perform a Backup and Restore using the Database Maintenance Utility.
- Install the Avaya Aura® Contact Center application on the Standby server of a High Availability pair. Configure the Primary and Backup Avaya Aura® Media Server to support Avaya Aura® Contact Center High Availability.

0040V - Avaya Aura® Contact Center Multimedia Implementation

This 3-day Virtual Instructor Led course is designed for individuals responsible for integrating Avaya Aura® Contact Center Multimedia. Delivered in a virtual classroom setting with remote access to a lab environment, this offer consists of a combination of interactive instructor lectures followed by practical lab exercises. This course is recommended for students preparing to take the 6211 - Avaya Aura® Contact Center Multimedia Implementation Exam

Key learning objectives for this offer include:

- Describe how the components such as Communication Control Toolkit and Contact Center Multimedia fit into the Avaya Aura® Contact Center environment
- Describe the Communication Control Toolkit components: namely, the CCT server, Contact Management Framework, the SIP connector, and the software associated with CCT
- Describe the use of several software applications for Communication Control Toolkit
- Describe the purpose of the multimedia component in a contact center and the tools required to facilitate multimedia contacts
- Add the Communication Control Toolkit and Contact Center Multimedia servers in Contact Center Manager Administration
- Recall the administration tasks in the Contact Center Manager Administration application you need to perform to manage multimedia contacts in your contact center
- Describe the function of the scripting applications and describe some of the commands and intrinsics to create the applications
- Describe the Multimedia sample applications that are shipped with the Contact Center Multimedia software
- Configure the general settings in the Contact Center Multimedia Administration Web interface

21190V - Administering Avaya Aura® Contact Center

This virtual Instructor Led course (vILT) is designed for individuals responsible for the administration of Avaya Aura® Contact Center. Delivered in a virtual classroom setting with remote access to lab equipment, Avaya Aura® Contact Center Administration consists of a combination of instructor presentations followed by hands-on exercises performed by students. Students will have an opportunity to ask questions and participate in discussions during the lectures and lab exercises. Upon completion students are prepared to complete the Avaya Aura® Contact Center Administration Exam (3312) as a component of the ACSS - Avaya Aura® Contact Center credential.

Key learning objectives for this course include the ability to:

- Describe and use the Contact Center Manager Administration (CCMA) application to configure key elements required in a SIP contact center including CDN/Routepoints, DNIS, Media Servers, Threshold Classes and Presentation classes.
- Describe the function of and configure Activity Codes, Not Ready Reason Codes and After Call Work Codes.
- Describe and configure skillsets and queuing features that support skills-based routing.
- Use the Access and Partition Management component to control contact center administration security.
- Use the Contact Center Management component of CCMA to manage agent to supervisor and skillset assignments.
- Describe and configure the tools supervisors use to monitor the performance of the contact center including Real Time displays and Historical reports. ~~The Contractor will ensure that the different levels training: beginner (level 1), intermediate (level 2), and advanced (level 3) cover, at minimum, the understanding of spreadsheet concepts, modifying worksheets, using formulas and functions, formatting and viewing worksheets, managing range names, using advanced formulas functions, working with multiple worksheets and workbooks, working with charts, tables, applying formatting, working with PivotTables, Pivot Charts and Slicers, and importing data from different sources.~~

0220V - Supporting Avaya Aura® Contact Center

This 3-day Virtual, Instructor-Led course is designed for individuals responsible for implementing and supporting Avaya Aura® Contact Center. Delivered in a virtual classroom setting with remote access to a lab environment, this offer consists of a combination of interactive instructor lectures followed by practical lab exercises. This course is recommended for students preparing for the 3313X — Avaya Aura® Contact Center Maintenance and Troubleshooting Exam.

Key Learning Objectives:

- Describing Avaya Aura® Contact Center SIP architecture, licensing, performance optimization, and system security
- Using the Operating System troubleshooting tools including ping, nslookup, telnet, netstat, and the Windows Service Manager to troubleshoot Avaya Aura® Contact Center
- Troubleshooting Avaya Aura® Contact Center installation and upgrade issues
- Troubleshooting Avaya Aura® Contact Center system components including Contact Center Manager Server, Contact Center Manager Administration, Communication Control Toolkit, Contact Center Multimedia, Avaya Aura® Agent Desktop, and Avaya Media Server
- Troubleshooting Avaya Aura® Contact Center High Availability installations
- Using advanced troubleshooting tools including Avaya Grep, Wireshark, Avaya SIP Sleuth, SGM Management Client, SQuirreL SQL Client, and Phantom Scan Utility to troubleshoot Avaya Aura® Contact Center

ANNEX B – [INSERT TITLE]

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