

Training Roadmap

What is it?

The Badger Training Roadmap is a document outlining the recommended training for companies selling the Avaya product line. It details how to get on the fast track to Avaya sales for your company.

If you would like to jump start your Avaya sales we encourage you to take a look at the training roadmap in this resource kit or contact us at **715.672.4200** or **info@badgercommunications.com**.

BADGER COMMUNICATIONS TRAINING ROADMAP
September 30, 2010
Recommended Training Roadmap: Avaya IP Office

- Attend Badger Training
- Purchase the IP500 Demo Kit for each main location.
- After attending training, each tech should complete the Training Exercises they received in the training booklet, utilizing the Demo Kit.
- Register for on-line training at www.avaya-learning.com. Click on Register Now at the top center of the page. Self registration is open to all Badger BusinessPartners. You will need to use your Dealer Link ID. Please contact sue@badgercommunications.com for this number.
- Once you have your Log-on ID and Password return to www.avaya-learning.com. Log in, click on the Avaya Learning Navigator near the top left, then under Training List in the left column click on IP Office.
- Under Curriculums: Sales people would click on IP Office for Sell. Technical people would click on IP Office for Implement and Maintain. Trainers should click on IP Office for Use and IP Office Customer Trainer Toolkits.

Technical
Refresh Badger Training with Avaya Learning Centre On-Line Courses. These are found under IP Office for Implement and Maintain:
a. IP Office Hardware and Data Components
b. IP Office Customer Call Reporter - Implement Basic

curriculum map

IP Office for Implement and Maintain | Last Updated: 8/22/2010 1:43:22 PM
Expand/Collapse All | No Transcript | Print Map | Estimate Points and Time

IP Office for Implement and Maintain

Please complete the following courses:

- AT10021001 IP Office Hardware and Data Components | 6 hours
- AT10021010 IP Office Core Implementation Workshop | 40 hours
- AT10021020 IP Office 6.0 Implementation Workshop | 40 hours
- AT10021030 IP Office 6.0 Implementation Workshop (Assessment) | 1 hour
- AT10021040 IP Office 6.0 Implementation Workshop (Overnight Assessment) | 1 hour
- AT10021050 IP Office 6.0 Implementation Workshop (Franchise Assessment) | 1 hour
- AT10021060 IP Office 6.0 Implementation Workshop (Franchise Assessment) | 1 hour
- AT10021070 IP Office 6.0 Implementation Workshop (Franchise Assessment) | 1 hour
- AT10021080 IP Office Customer Call Reporter - Implement Basic | 4 hours
- AT10021090 IP Office Customer Call Reporter - Implement Basic | 0.5 hours
- AT10021100 IP Office Advanced Applications and Troubleshooting | 24 hours
- AT10021110 IP Office Advanced Applications and Troubleshooting | 40 hours
- AT10021120 IP Office Advanced Applications and Troubleshooting (Assessment) | 1 hour
- AT10021130 IP Office Release 3 Technical Delta | 2 hours
- AT10021140 IP Office Release 3 Technical Delta Assessment | 0.5 hours
- IP Office Release 6.0 Technical Delta
- IP Office Essential Edition - PARTNER 8 Version

Salespeople

Please start with the IPD Sales Course and, where needed, add CCR.

curriculum map

Important Map Notes

Delta Course
It is highly suggested that you complete the current Delta course to maintain your product knowledge.

IP Office for Sell | Last Updated: 8/23/2010 9:45:55 AM
Expand/Collapse All | No Transcript | Print Map | Estimate Points and Time

IP Office for Sell

Complete one of the following courses:

- AS00021000 Sellina IP Office | 4 hours
- AS00021010 Sellina IP Office (Delta) | 4 hours
- AS00021020 Sellina IP Office (Delta) | 4 hours
- AS00021030 Sellina IP Office (Delta) | 4 hours

Complete one of the following corresponding assessments:

- AS00021040 Sellina IP Office | 1 hour
- AS00021050 Sellina IP Office (Delta) | 1 hour
- AS00021060 Sellina IP Office (Delta) | 1 hour
- AS00021070 Sellina IP Office (Delta) | 1 hour

IP Office Delta Training

Complete the following course and assessment:

- AT10021080 IP Office Release 3 Technical Delta | 8 hours
- AT10021090 IP Office Release 3 Technical Delta Assessment | 0.5 hours
- IP Office Release 6.0 Technical Delta
- IP Office Essential Edition - PARTNER 8 Version

Great Resources

- <http://marketintools.avaya.com/knowledgebase> detailed factory information. This site is constantly updated by Avaya. We highly recommend it. Please give us a call if you would like an introduction on how to navigate the site. You will need an SSO login and password to access certain areas of the knowledgebase. Choose IP Office Technical Manuals or IP PARTNER Version Manuals to access installation and configuration manuals.
 - Near the top of the web page you will see three (sometimes four) drop down boxes.
 - The third drop down box has the following selections: General, Product Description; (heading) Documents by Application: ContactStore, Customer Call Reporter, CTI, Manager, one-X Portal for IP Office, PARTNER Version, Phone Manager, SoftConsole, Softphone, Voicemail; (heading) Documents by type: Applications, Installation, Mailbox Guides, Manuals (PDFs), Phone User Guides, Tutorials, Voicemail, Tools
 - If you choose "Tools" (as an example) a fourth drop down box appears.

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BADGER COMMUNICATIONS TRAINING ROADMAP

September 30, 2010

Recommended Training Roadmap: Avaya IP Office

1. Attend Badger Training
2. Purchase the IP500 Demo Kit for each main location.
3. After attending training, each tech should complete the Training Exercises they received in the training booklet, utilizing the Demo Kit.
4. Register for on-line training at www.avaya-learning.com. Click on **Register Now** at the top center of the page. Self registration is open to all Badger BusinessPartners. You will need to use your Dealer Link ID. Please contact sue@badgercommunications.com for this number.
5. Once you have your Log-on ID and Password return to www.avaya-learning.com. Log in, click on the **Avaya Learning Navigator** near the top left, then under **Training List** in the left column click on **IP Office**.
6. Under **Curriculum**: Sales people would click on **IP Office for Sell**. Technical people would click on **IP Office for Implement and Maintain**. Trainers should click on **IP Office for Use** and **IP Office Customer Trainer Toolkits**.

Technical

Refresh Badger Training with Avaya Learning Centre On-Line Courses. These are found under **IP Office for Implement and Maintain**:

- a. IP Office Hardware and Data Components
- b. IP Office Customer Call Reporter – Implement Basic

curriculum map

The screenshot shows a web interface for the Avaya Learning Centre. At the top, it says "IP Office for Implement and Maintain | Last Updated: 6/22/2010 1:42:22 PM". Below this are links for "Expand/Collapse All", "My Transcript", "Print Map", and "Estimate Pricing and Time". The main heading is "IP Office for Implement and Maintain". Underneath, it says "Please complete the following courses:" and lists 15 courses with their respective IDs and durations. Each course has a small icon to its left, such as a computer monitor, a lightbulb, or a document. The courses are:

Course ID	Course Name	Duration
AVA00916WEN	IP Office Hardware and Data Components	6 hours
ATC01221IEN	IP Office Core Implementation Workshop	40 hours
ATA01225IEN	IP Office R6.0 Implementation Workshop	40 hours
ATI02011AEN	IP Office R6.0 Implementation Workshop (Assessment...)	1 hour
ATI02011ADE	IP Office R6 Implementation Workshop (German Asses...)	1 hour
ATI02011AES	IP Office R6 Implementation Workshop (Spanish Asse...)	1 hour
ATI02011AFR	IP Office R6 Implementation Workshop (French Asses...)	1 hour
ATI02011AIT	IP Office R6 Implementation Workshop (Italian Asse...)	1 hour
ATC00470WEN	IP Office Customer Call Reporter - Implement Basic	4 hours
ATC00470AEN	IP Office Customer Call Reporter - Implement Basic...	0.5 hours
AVA00484H00	IP Office Advanced Applications Workshop	24 hours
ATI00484IEN	IP Office Advanced Applications and Troubleshootin...	40 hours
AVA00484AEN	IP Office Advanced Applications Workshop (Assessme...)	1 hour
ATU01201WEN	IP Office Release 5 Technical Delta	3 hours
ATU01201AEN	IP Office Release 5 Technical Delta Assessment	0.5 hours
	IP Office Release 6.0 Technical Delta	
	IP Office Essential Edition – PARTNER® Version	

QoS: If combining both data and telephony into one converged network you must have QoS turned on. All network devices (routers, switches, firewalls, modems, etc.) must support QoS features and setup. To fully realize QoS on the telephony side, completely separate your voice network from your data network either logically (VLAN's) or physically (completely different network). **A Network Assessment is highly recommended. Ask Badger for info. 715.672.4200**

Salespeople

Please start with the IPO Sales Course and, where needed, add CCR.

curriculum map

Important Map Notes

Delta Course

It is highly suggested that you complete the current Delta course to maintain your product knowledge.

IP Office for Sell | Last Updated: 8/31/2010 8:49:15 AM

[Expand/Collapse All](#) | [My Transcript](#) | [Print Map](#) | [Estimate Pricing and Time](#)

IP Office for Sell

- Selling IP Office
 - Complete one of the following courses:
 - [ASC00121WEN](#) [Selling IP Office](#) | 4 hours
 - [ASC00121WFR](#) [Selling IP Office \(French\)](#) | 4 hours
 - [ASC00121WIT](#) [Selling IP Office \(Italian\)](#) | 4 hours
 - [ASC00121WES](#) [Selling IP Office \(Spanish\)](#) | 4 hours
 - [ASC00121WDE](#) [Selling IP Office \(German\)](#) | 4 hours
 - Complete one of the following corresponding assessments:
 - [ASC00121AEN](#) [Selling IP Office](#) | 1 hour
 - [ASC00121AFR](#) [Selling IP Office \(French\)](#) | 1 hour
 - [ASC00121AIT](#) [Selling IP Office \(Italian\)](#) | 1 hour
 - [ASC00121AES](#) [Selling IP Office \(Spanish\)](#) | 1 hour
 - [ASC00121ADE](#) [Selling IP Office \(German\)](#) | 1 hour
- IP Office Delta Training
 - Complete the following course and assessment:
 - [ATU01201WEN](#) [IP Office Release 5 Technical Delta](#) | 3 hours
 - [ATU01201AEN](#) [IP Office Release 5 Technical Delta Assessment](#) | 0.5 hours
 - [IP Office Release 6.0 Technical Delta](#)
 - [IP Office Essential Edition – PARTNER® Version](#)

Great Resources

- <http://marketingtools.avaya.com/knowledgebase> detailed factory information. This site is constantly updated by Avaya. We highly recommend it. Please give us a call if you would like an introduction on how to navigate the site. You will need an SSO login and password to access certain areas of the knowledgebase. Choose IP Office Technical Manuals or IP PARTNER® Version Manuals to access installation and configuration manuals.
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 - If you choose “Tools” (as an example) a fourth drop down box appears.
 - “Installation” has quick links to: **Core System, Voicemail and Applications.**

- e. “Tools” has a most excellent option called “Caveats”
“Caveats” will quickly show you if there are any “KNOWN ISSUES” with the Release you are working with. For example if you were to enter 6.0 in the “Found In” box and then hit your “Enter” key, you would see the Know Issues and resolution information.
2. IP Office R6.0 Pre Installation Data-Collection-Check List. This is your initial PLANNING document. Available from Badger.
 3. IP Office R6 Matrix. Excellent Excel File that compliments the IP OFFICE KNOWLEDGE BASE web site. This can be downloaded from the Badger Communications web page [here](#). Simply right-click on “R6 Compatibility Matrix” and save to your computer.
 4. IP OFFICE R6 Quotation Spread Sheet. Quotation services are available free of charge from Badger. Just give us a call at 715.672.4200 and tell us what your system needs to “look” like.
 5. www.BadgerCommunications.com please click on IP OFFICE 500 for great resources including “Job Aids” and brochures.
 6. <http://support.avaya.com> for great documentation including FAQs on **all** Avaya products.
 7. Badger Communications Pre-Sales Support: 715-672-4200
 8. Avaya Pre-Sales Support technictr@avaya.com (type IP Office in the subject field. You must be registered.)
 9. Avaya BusinessPartner Web Site <http://www.avaya.com/usa/partners/> (password required).
 10. Sign up with Sue Melstrom sue@badgercommunications.com for inclusion in our technical e-mail updates: IP OFFICE and IP PARTNER Version.


You can also access this End User Training from www.avaya-learning.com Home Page

Click on **IP Office**. Scroll down to course# AVA00619WEN. This is the IP Office Telephone Training for End-Users (**no** login or password required). This is a 2-hour course.

This course is designed to provide end-users with an overview of the features and functionality of the different telephone handsets available with IP Office. More specifically, this course provides information on the IP Office 5400 Digital Series and the 5600 IP Series of telephones.

- Upon completion of this course, you should be able to:
- Articulate the benefits of telephone features.
- Given a set of circumstances, select the appropriate telephone features to provide a solution.
- Activate and program telephone set features.
- Program features on the telephone using the Options and Label keys.
- Create personal distribution lists and call logs using phones.
- Access additional telephone support resources.

Welcome to the Avaya Learning Centre

 <p>new users Click here to create a new user account.</p>	<p>Why Should I Become a Registered User? By registering, you gain access to several key features of the Avaya Learning Centre including your personalized transcript, dynamic certification content, and advanced curriculum maps.</p> <p>Register Now</p>	<p>Log-on to the Avaya Learning Centre</p> <p>Log-on ID <input type="text"/></p> <p>Password (I forgot my password) <input type="password"/></p> <p>Log-on</p>
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Frequently Asked Questions

- [What is the Avaya Learning Centre?](#)
- [What types of courses does the Avaya Learning Centre offer?](#)
- [Who do I contact if I have a problem logging on or registering?](#)
- [What is Avaya Certification?](#)
- [In what countries does Avaya University conduct training?](#)



	<p>End User Training & Trainer Kits</p> <p>View the courses in both IP Office and Modular Messaging.</p> <p>IP Office Modular Messaging</p>	<p>Avaya Certification</p> <p>Don't just say you're going to be a leader in convergence. Get Avaya Certified.</p> 
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Customer Trainer Toolkit – (login & password required) Avaya Learning Navigator, Role Training, End-User, IP Office Customer Trainer Toolkits – 8 hour course.

curriculum map

IP Office Customer Trainer Toolkits | Last Updated: 7/30/2010 11:47:00 AM

[Expand/Collapse All](#) | [My Transcript](#) | [Print Map](#) | [Estimate Pricing and Time](#)

IP Office Customer Trainer Toolkits

- Customer Trainer Toolkits
 - [AVA00619PEN](#) | [IP Office Telephones End User Training](#) | 8 hours
 - [AVA00921PEN](#) | [IP Office Phone Manager and Soft Console User Trai...](#) | 2 hours
 - [AVA00863PEN](#) | [IP Office R3.2 Phone Manager and SoftConsole User ...](#) | 8 hours

The Customer Trainer Toolkit includes the following materials:

- IP Office 5400 Series Training
- Administration Guide
- Participant Guide
- PowerPoint Deck
- IP Office 5600 Series Training
- Administration Guide
- Participant Guide
- PowerPoint Deck
- IP Office T3 Telephones Training

- Administration Guide
- Participant Guide
- PowerPoint Deck
- T3 Functions
- T3 Menu Structure

- Avaya IP DECT Telephones Training
- Administration Guide
- Participant Guide
- PowerPoint Deck

Upon completion of this course, you should be able to:

- Articulate the benefits of telephone features.
- Given a set of circumstances, select the appropriate telephone features to provide a solution.
- Activate and program telephone set features.
- Program features on the telephone using the Options and Label keys.
- Create personal distribution lists and call logs using phones.
- Access additional telephone support resources.

IP Office Phone Manager and Soft Console User Training – 2 hour course

This course is designed to provide end-users training on the Phone Manager and SoftConsole applications. More specifically, this course is designed to assist users in setting up the user interface, accessing user features and screens, and understanding the differences between Phone Manager and SoftConsole.

Upon completion of this course you should be able to:

- Describe the differences between using Avaya IP Office Phone Manager and using a physical telephone.
- Explain the differences between Avaya IP Office Phone Manager Pro and Avaya IP Office Phone Manager PC Softphone.
- Recognize and access the key features and screens of Avaya IP Office Phone Manager.
- Configure Avaya IP Office Phone Manager user interface in accordance with business needs and personal preferences.
- Explain how to handle calls using Avaya IP Office Phone Manager.
- Use Avaya IP Office Phone Manager to access other system resources
- Access Avaya IP Office Phone Manager and Avaya IP Office SoftConsole reference documentation.
- Describe the differences in application layout and functionality between Avaya IP Office SoftConsole and Avaya IP Office Phone Manager.
- Monitor and manage incoming and outgoing call traffic using Avaya IP Office SoftConsole.
- Set appropriate alarm thresholds in the Avaya IP Office SoftConsole application.



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