



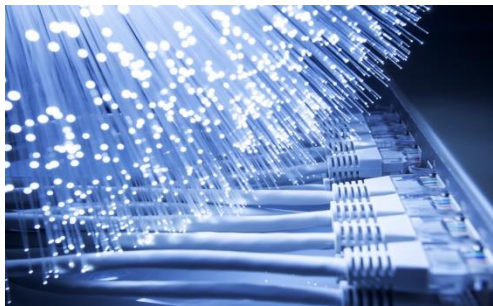
# **AVAYA TRAINING PROGRAMS**

Customized by  
**Teledatacom Phils., Inc.**

LEARN FROM THE BEST AND BE THE BEST!

Center for Excellence is at the cornerstone of our *commitment* to support our client's manpower development.

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✓ VOICE

✓ DATA

✓ NETWORK SOLUTIONS



# Programs:

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1. Avaya Communication Manager 6.3 – Administration Training
2. Avaya Communication Manager 6.3 – Implementation and Management
3. Avaya Communication Manager 6.3 – Advanced Troubleshooting with IP Telephony
4. Avaya IP Office Installation and Administration
5. Avaya CMS System Administration

# AUCM – BA – 16001

## Avaya Communication Manager 6.3 Administration Training

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This 5-day course provides introduction and hands-on training on Avaya Communication Manager. The training includes step-by-step instruction on everyday administration of Avaya Communication Manager and other information needed for basic telephone system administration.



# AUCM – BA – 16101

## Avaya Communication Manager 6.3 Implementation and Management

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This 5-day course provides training on the implementation of Avaya Communication Manager and explains its various features and functions. This training should enable the trainees to become more proficient in the administration of more advanced features and functionality of their communication system.



# AUCM – BA – 16201

## Avaya Communication Manager 6.3 Advanced Troubleshooting with IP Telephony

This 5-day course provides training for advanced IP telephony troubleshooting and enhance the trainees' knowledge on the critical network information wherein, Avaya support groups may use to later assist with implementation and troubleshooting.



# AIPO – I & A - 16301

## Avaya IP Office Installation and Administration

This 3-day course provides introduction and hands-on training on Avaya IP Office. The training includes step-by-step instruction on everyday administration of Avaya IP Office and other information needed for basic telephone system administration.



# ACMS – BA - 16401

## Avaya CMS System Administration

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This 2-day course provides training on Avaya Communication Manager System which will enable the learners understand the integrated analysis and reporting solution that CMS could provide them to keep them in touch with virtually everything that's going on in their contact center from evaluating the performance of a single agent or group of agents to managing a contact center with multiple locations worldwide.





# Package Inclusions:

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- Conduct and Facilitation of the Training Program
- Sourcing and Preparation of Training Materials
- Use of demo units for Lab Exercises
- Training Kit with USB



# Responsibilities:

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## TRAINING PROVIDER:

- Reserve pre-arranged dates
- Sourcing and Preparation of Materials

## TRAINEE/COMPANY:

- Provide key contact person to coordinate the activity.
- Provide food, venue, and accommodation for facilitators (in case of out of town venue).
- Ensure the participation of learners and ensure that they are free from any official functions for the duration of the training.



# Trainer Profile:



**Ryan Cortez, Technical Manager for Operations,** has been with Teledatacom Phils., Inc. for 10 years. He is known to be proficient in Data Network, IP Telephony, and Contact Center Solutions which has been proven with his long list certifications.

## Certification/s:

- Avaya Certified Implementation Specialist (ACIS) for Avaya Aura Communication Manager 5.2.1
- Avaya Certified Implementation Specialist (ACIS) for Avaya Aura Communication Manager and CM Messaging – Embedded (R6.x)
- Avaya Certified Support Specialist (ACSS) for Avaya Aura Communication Manager and CM Messaging – Embedded (R6.x)
- Avaya Certified Support Specialist (ACSS) for Avaya Aura Session Manager and System Manager
- Avaya Certified Support Specialist (ACSS) for Avaya Session Border Controller Enterprise



# PROGRAM PACKAGE

COURSE	NO. OF PARTICIPANTS	NO. OF HOURS	PACKAGE PRICE
<b>AUCM – BA – 16001</b> (Avaya Communication Manager – Administration Training)	Min. of 3 pax / session	40 (8 hours for 5 days)	Php 30, 000.00
<b>AUCM – BA – 16101</b> (Avaya Communication Manager – Implementation & Management)	Min. of 3 pax / session	40 (8 hours for 5 days)	Php 40, 000.00
<b>AUCM – BA – 16201</b> (Avaya Communication Manager – Advanced Troubleshooting w/ IP Telephony)	Min. of 3 pax / session	40 (8 hours for 5 days)	Php 45, 000.00
<b>AIPO – I &amp; A – 16301</b> (Avaya IP Office Installation and Administration)	Min. of 3 pax / session	24 (8 hours for 3 days)	Php 30, 000.00
<b>ACMS – BA - 16401</b> (Avaya CMS System Administration)	Min. of 3 pax / session	16 (8 hours for 2 days)	Php 20, 000.00

\* All prices are exclusive of 12% VAT.

\* 50% down payment upon confirmation of engagement.

\* 50% on the first day of the program implementation.

\* For cancellations of the program not caused by force majeure or natural calamities, any down payments made shall be deemed forfeited.



# Our Value Proposition

Teledata Academy was formed to provide technical training services to cover the basics on voice, data and network solutions. We provide hands-on training on multiple product platforms for entry-level certification as well as advanced training on selected key products.

We are committed to providing our clients the BEST TRAINING SOLUTION to their Voice, Data, and Network needs by bringing in highly equipped and competitive trainers in the industry.

**Email – Text – Call**

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