



UNIFYING COMMUNICATIONS

Technical Training Program

Technical Training Options for CallXpress

Administrators: AVST offers Administrator training for those needing to learn configuration and maintenance of their CallXpress systems. Administrator Training is offered via the web with an accompanying examination. Although a certificate of completion is awarded upon successful completion of the administration exam, Administrators are not entitled to technical support from AVST. There are also a few non-certification courses available to administrators.

Technicians: For those technicians responsible for supporting their CallXpress application —the installation, maintenance, and design—AVST offers the Core Technical Training and Certification testing. Technicians are certified upon completion of the Core Technical Training and accompanying certification test provided by AVST. The Core Technical Training is offered anytime via the web; however, it is occasionally available in person. Technicians certified on the ‘Core’ features of CallXpress are entitled to technical support from AVST, excluding advanced features, provided they work for an AVST dealer or are customers with a current Premium XpressCare Plan.

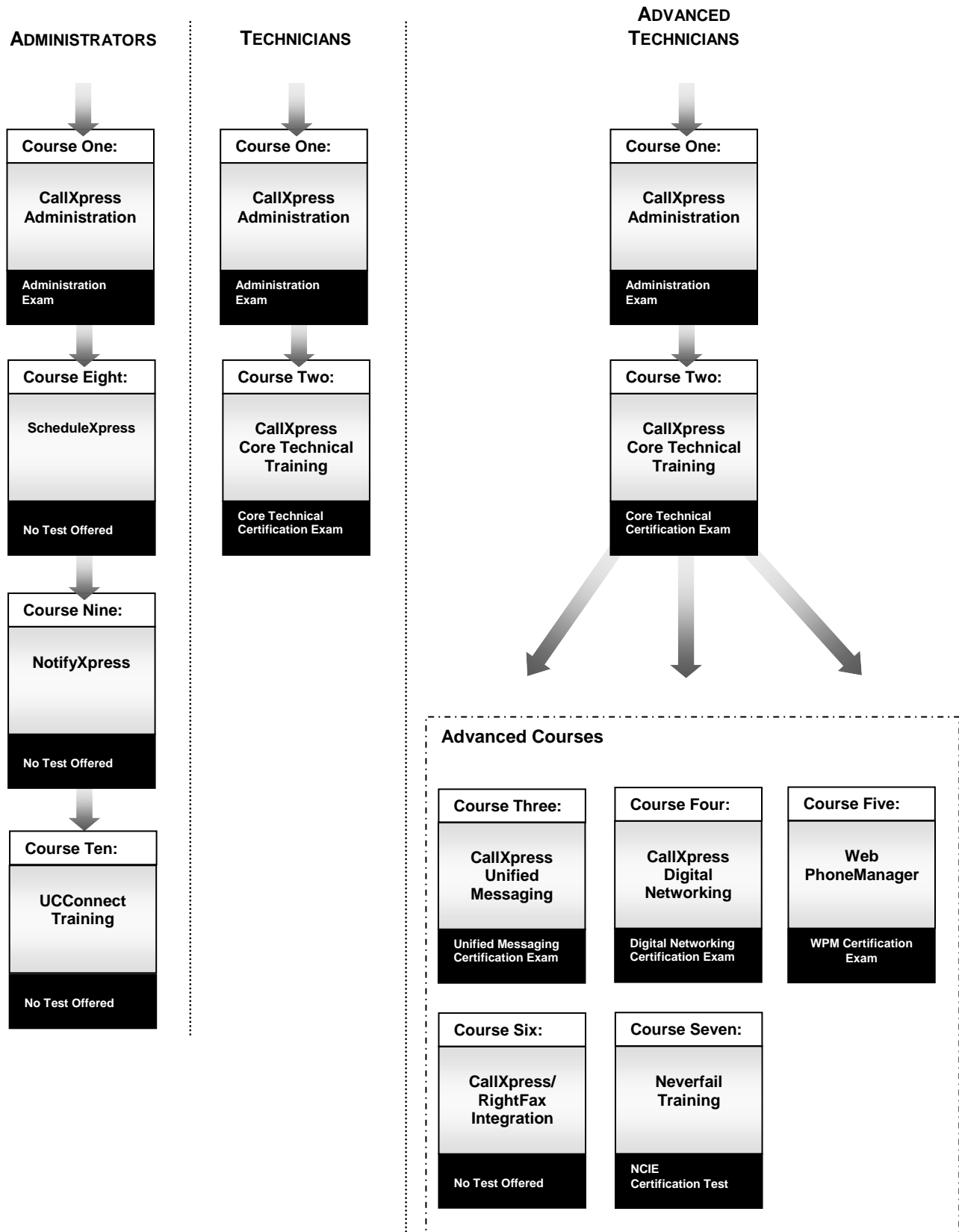
Advanced Technicians: Advanced technicians working with Unified Messaging, Web PhoneManager, Neverfail, or Digital Networking are required to attain certifications on those applications. Advanced technicians are certified upon completion of the associated technical training class and passing a certification test provided by AVST. Advanced classes are offered anytime via the web; however it is occasionally available in person; however advanced certification examinations are available only via the web. Only technicians certified on a particular application, employed by an AVST dealer or by a customer with a current Premium XpressCare plan, are entitled to receive technical support from AVST on that application. There are also a few non-certification courses available for advanced technicians.

Please note that AVST provides support to customers only when they have a current Premium XpressCare Plan.

CERTIFICATION	PRE-REQUISITES	DELIVERY METHOD
Administrators: An Introductory Course	None	Self-paced Web Training
PBX Technicians: A Core Technical Course	Administrator Certification	Self-paced Web Training
Advanced Technicians: A Series of Four Courses: Unified Messaging, Web PhoneManager, Digital Networking, and Neverfail NCIE	Administrator Certification & Core Technical Certification	Self-paced Web Training for Each of the Four Courses

Learning Tracks

Starting with basic administration and working through the core technical skill all the way to the most advanced technical training, AVST offers three certified learning tracks for CallXpress Training:



Syllabi

Below are the syllabi for each of the courses AVST offers.

Title	
COURSE ONE: CALLXPRESS ADMINISTRATION TRAINING	
Duration	One Day
Delivery	Self-paced Web Training. Includes one 90 day login to our training portal
Pre-Requisites	None
Description	<p>Using combination of tutorials videos and the Administrator's guide, which is supplied to the student as a printable PDF file, the student completes the following tasks:</p> <ul style="list-style-type: none"> • Using the Administration Utility • Managing administrator accounts • Understanding CallXpress Features • Routing calls for Auto Attendants • Call processing application design • Understanding mailbox types • Subscriber and Class of Service mailbox administration • Distribution list administration • Using the Reports Utility • Fundamental system configuration • Basic System Support
Audience	<ul style="list-style-type: none"> • CallXpress System Administrators; Project Managers; Team Leaders; Sales Engineers; Non-Technical Help Desk Personnel; Customer Service Representatives; any others wishing to learn CallXpress administrative skills. • PBX Technicians and Advanced Technicians seeking to fulfill a pre-requisite.
Certification	There is no certification offered, however passing the Administration Exam with a score of 75% is required for Core Certification.
Title	
Course Two: CallXpress Core Technical Training	
Duration	Three Days
Delivery	Self-paced Web Training. Includes one 90 day login to our training portal
Pre-Requisites	Passing score of 75% or better on the CallXpress Administration Exam
Description	<p>Using a combination of lecture, demonstration and presentation students learn the technical fundamentals of CallXpress, including:</p> <ul style="list-style-type: none"> • Preparing the CallXpress Telephony Server platform • Installing, Upgrading, and configuring the CallXpress software • Initial setup and testing • System Configuration Utility • Understanding PBX Integration • Configuring callouts • Understanding Speech (ASR) • Advanced Call Processing Techniques • Database maintenance and troubleshooting • Running and interpreting output of CallXpress diagnostic tools • General troubleshooting and problem isolation
Audience	<ul style="list-style-type: none"> • CallXpress Advanced System Administrators; PBX Technicians; Core Technical Help Desk Personnel; any others wishing to learn CallXpress administrative skills. • Advanced Technicians seeking to fulfill a pre-requisite. • This class is designed specifically for technicians who install and maintain CallXpress systems in the field. This course is not designed for, and is not suitable for, administrators or system owners.
Certification	Score of 75% or better on the CallXpress Core Technical Exam

Title	COURSE THREE: CALLXPRESS UNIFIED MESSAGING
Duration	Two Days
Delivery	Self-paced Web Training. Includes one 90 day login to our training portal.
Pre-Requisites	CallXpress Core Technical Certification
Description	Using a combination of lecture, demonstration, and presentation, students learn how to install, setup, configure, and maintain CallXpress Unified Messaging, including: <ul style="list-style-type: none"> • Simple Unified Messaging • Client Based Unified Messaging • Unified messaging for MS Exchange 2003 and 2010 • Unified messaging with IMAP
Audience	<ul style="list-style-type: none"> • CallXpress Advanced Technicians; Advanced Technical Help Desk Personnel; any others wishing to learn Unified Messaging. • This class is designed specifically for advanced technicians with adequate Windows experience. This course is not suitable for administrators or system owners.
Certification	Score of 75% or better on the CallXpress Unified Messaging Exam
Title	COURSE FOUR: CALLXPRESS DIGITAL NETWORKING
Duration	One Day
Delivery	Self-paced Web Training. Includes one 90 day login to our training portal.
Pre-Requisites	CallXpress Core Technical Certification
Description	Using a combination of lecture, demonstration, and presentation students learn how to install, setup, configure, and maintain CallXpress Digital Networking, including: <ul style="list-style-type: none"> • Preparing, Planning, and installing Digital Networking • Creating a peer-peer legacy Network • Creating a Star topology network, including installing the Master directory server. • Using the Digital Network Configuration Console (DNCC)
Audience	<ul style="list-style-type: none"> • CallXpress Advanced Technicians; Advanced Technical Help Desk Personnel; any others wishing to learn Digital Networking. • This class is designed specifically for advanced technicians with strong CallXpress experience. This course is not suitable for administrators or system owners.
Certification	Score of 75% or better on the CallXpress Digital Networking Exam
Title	Course Five: Web PhoneManager
Duration	One Hour
Delivery	Self-paced Web Training. Includes one 90 day login to our training portal.
Pre-Requisites	CallXpress Core Technical Certification This course assumes you understand Windows servers
Description	Using a combination of lecture, demonstration, and presentation students learn how to install, setup, configure, and maintain CallXpress Web PhoneManager (WPM), including: <ul style="list-style-type: none"> • Overview of the concepts • Preparing an IIS web server for Installation • Installing Web PhoneManager • Installing the Message Cache Manager • Using WPM and WPM Mobile
Audience	<ul style="list-style-type: none"> • CallXpress Advanced Technicians; Advanced Technical Help Desk Personnel; any others wishing to learn about the product. • This class is designed specifically for advanced technicians with adequate Windows, CallXpress and experience. This course is not suitable for administrators or system owners.
Certification	Score of 75% or better on the Web PhoneManager Exam.
Title	COURSE SIX: CALLXPRESS/RIGHTFAX INTEGRATION

Duration	One Half Day
Delivery	Self-paced Web Training. Includes one 90 day login to our training portal.
Pre-Requisites	CallXpress Core Technical Certification
Description	<p>This course assumes you have working CallXpress and RightFax servers and that you only need to understand the integration between the two, including:</p> <ul style="list-style-type: none"> • Overview of fax integration concepts • Configuring CallXpress for RightFax • Configuring the RightFax server • Integrating RightFax
Audience	<ul style="list-style-type: none"> • CallXpress Advanced Technicians; Advanced Technical Help Desk Personnel; any others wishing to learn about fax integration. • This class is designed specifically for advanced technicians with adequate Windows, CallXpress and RightFax experience. This course is not suitable for administrators, system owners, and/or end-user personnel.
Certification	We do not offer a certification test for this course; it is strictly for information purposes only.
Title	Course Seven: Neverfail NCIE Certification
Duration	3 days
Delivery	Self-paced Web Training. Includes one login to the Neverfail Extranet
Pre-Requisites	CallXpress Core Technical Training. This course assumes you have an understanding of CallXpress and Windows desktop technology
Description	<ul style="list-style-type: none"> • Basics – Features, Benefits, and Product Architecture • Implementing Neverfail • Administering a Neverfail enabled system • Managing and Troubleshooting Neverfail.
Audience	<ul style="list-style-type: none"> • CallXpress Advanced Technicians; Advanced Technical Help Desk Personnel; any others wishing to learn about Neverfail Implementation. • This class is designed specifically for advanced technicians with adequate Windows and CallXpress experience. This course is not suitable for administrators, system owners, and/or end-user personnel.
Certification	Neverfail NCIE certification is awarded after a passing score of 80% on all quizzes.
Title	Course Eight: ScheduleXpress Training
Duration	One Hour
Delivery	Self-paced Web Training. Includes one 90 day login to our training portal.
Pre-Requisites	CallXpress Administrator Training. This course assumes you have an understanding of CallXpress and Windows desktop technology
Description	<ul style="list-style-type: none"> • Overview of ScheduleXpress • Installation and Configuration • Routing calls for an Auto Attendant • Using ScheduleXpress within an Auto Attendant
Audience	<ul style="list-style-type: none"> • This course is particularly well-suited for system designer and administrators.
Certification	We do not offer a certification test for this course; it is strictly for information purposes only.

Title	
Title	Course Nine: NotifyXpress Training
Duration	One Hour
Delivery	Self-paced Web Training. Includes one 90 day login to our training portal.
Pre-Requisites	CallXpress Administrator Training. This course assumes you have a working knowledge of CallXpress and Windows desktop technology.
Description	<ul style="list-style-type: none"> • Understanding NotifyXpress Requirements • Configuring CallXpress for UCConnect and NotifyXpress • Installing and Configuring the NotifyXpress software • Creating a Campaign • Working with Reports • Using the TUI for Administration • System maintenance and logging
Audience	<ul style="list-style-type: none"> • This course is particularly well-suited for administrators.
Certification	We do not offer a certification test for this course; it is strictly for information purposes only.
Title	
Title	Course Ten: UCConnect Training
Duration	One Hour
Delivery	Self-paced Web Training. Includes one 90 day login to our training portal.
Pre-Requisites	CallXpress Administrator Training. This course assumes you have a working knowledge of CallXpress and Windows desktop technology.
Description	<ul style="list-style-type: none"> • UCConnect Platform Options • Installing UCConnect on CallXpress • Running a UCConnect Script • Logging UCConnect Activity • Working with prompts • UCConnect Startup and Shutdown
Audience	This course is particularly well-suited for administrators.
Certification	We do not offer a certification test for this course; it is strictly for information purposes only.

FOR MORE INFORMATION

Courses are purchased through your AVST Reseller. Questions may be directed to AVST via email to Training@avst.com.

For nearly 30 years, AVST has been shaping the evolution of communications, with more than 10 million users worldwide that have relied on CallXpress. As the world of communications advances, you can be assured that the award winning products from AVST have your future covered. To learn more visit www.avst.com.

