# AudioCodes One Voice Operation Center

**Category:** Networking & Security | **Vendor:** AudioCodes

**Duration:** 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

Students are expected to be active participants in the learning process. Emphasis is placed on diagnostic tools and troubleshooting strategies to help students become self-sufficient in the use and support of AudioCodes products.

## About This Course

Course Topics

- OVOC Overview
- OVOC - Getting started
- Topology View
- System Management
- License Pool
- Alarms Management
- Performance Monitoring
- Configuration Management
- Security Management
- Voice Quality Measurement
- OVOC for Voice Quality Measurement
- OVOC Server Preparation
- Network Quality View • Statistics
- Quality Statistics on Calls
- Information on User Experience
- Producing Reports
- Device Manager
- Integrated Third Party Application

## Prerequisites & Entry Requirements

**General Prerequisites:**

Working knowledge of IP networking

# Learning Outcomes

**Upon successful completion of this course, participants will be able to:**

On completion of the course, students will be able to:

- Perform gateway configuration and maintenance actions using the OVOC
- Define new OVOC System/global and tenant users
- Work with alarms
- Understand AudioCodes OVOC solution for real-time management of VoIP traffic
- Know OVOC features and abilities
- Be able to configure enterprise/ITSP network in OVOC
- Be able to navigate in the OVOC and find required information
- Be familiar with the IP Phone Manager Pro server application
- Know how to pull the PM Metrics
- Have the ability to view the PM Data Results

**Skills You Will Learn:**

On completion of the course, students will be able to:<br><br><br>- Perform gateway configuration and maintenance actions using the OVOC<br>- Define new OVOC System/global and tenant users<br>- Work with alarms<br>- Understand AudioCodes OVOC solution for real-time management of VoIP traffic<br>- Know OVOC features and abilities<br>- Be able to configure enterprise/ITSP network in OVOC<br>- Be able to navigate in the OVOC and find required information<br>- Be familiar with the IP Phone Manager Pro server application<br>- Know how to pull the PM Metrics<br>- Have the ability to view the PM Data Results

# Frequently Asked Questions

### Q: What delivery options are available for AudioCodes One Voice Operation Center?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

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### Q: How many CPD hours does this course provide?

The 3-day AudioCodes One Voice Operation Center course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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### Q: What is the duration of the AudioCodes One Voice Operation Center training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

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### Q: Do you provide corporate training for AudioCodes One Voice Operation Center?

Yes, we provide corporate training, dedicated training, and closed classes for AudioCodes One Voice Operation Center. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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### Q: What related terms do people search for?

Popular related searches include: AudioCodes One Voice Operation Center, Participation Level Courses, ADOVOC

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### Q: Why choose Nexus Human for AudioCodes One Voice Operation Center?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

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### Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your AudioCodes One Voice Operation Center training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.


## Nexus Human

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