AVAYA
Experiences That Matter

**Avaya
Learning Services**

Avaya Customer Program Overview

Please visit the Avaya Learning Center for more information on Curriculums, Certificates and Credentials

The **Avaya Solutions Administrator and Developer Certificate Program** is an enablement program, designed for Avaya customers and partner community to help participants stand out, stay current, and excel in their careers.

Program Highlights

This global certificate program offers candidates the opportunity to acquire and validate the necessary skills essential for successfully performing administrator or developer job roles when managing Avaya's Solutions or Applications. By pursuing a certificate, participants will develop a deeper understanding of the topics relevant to their solutions, learn critical skills and gain experience for success. They will also achieve a competitive edge that will help professionals stay current on changes in our industry.

The program serves as a benchmark of competency that indicates our candidates possess the required expertise and skills to administer the Avaya Solutions or to develop applications that advance these Solutions.

Companies that invest in training and educating their staff, consistently report a greater Return On Investment (ROI), more productive staff, reduced turnover, and increased employee satisfaction. The Administrator and Developer Certificate Program provides companies with the peace of mind that their investments are managed by competent professionals; meaning they can rely on qualified employees when managing their Avaya Solutions more efficiently and without business disruption, and developing their own customized environments using the various Applications development tools.

AVAYA

Avaya Solutions

Administrator and Developer
Certificate Program

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Certificate Details

The **Avaya Solutions Administrator and Developer Certificate Program** provides two distinct curriculum paths for the roles of "Solutions Administrator" and "Developer/Programmer".

- Avaya Solutions Administrator Certificate (ASAC)

- Avaya Solutions Developer Certificate (ASDC)

After course completions, candidates will have an opportunity to test their knowledge with the associated online tests.

Upon successful completion of the online test, Avaya will issue an Avaya Certificate for the designated program. The certificate validates that the candidate has a basic to intermediate level of technical knowledge to administer the Avaya product solutions or to develop applications for Avaya solutions.

For solutions such as Avaya Oceana and Avaya breeze snap—ins, see some examples below.

A complete list of eligible courses and associated Online Tests can be found on the program link.

Avaya Solutions Administrator Certificate (ASAC)	
Avaya Aura® System Manager Administration	Online Test—Avaya Aura® System Manager Administration
Avaya Oceana™ Administration	Online Test—Avaya Oceana™ Administration

Key Benefits of the Certificate Program

- Validates expertise, knowledge and skills

- Improves job performance and satisfaction

- Confidence builder and peace of mind

- Remain current with the latest industry developments

- Be part of a new users' community of Avaya solutions administrators and developers

- Enhances career growth opportunities

- Competitive advantage and market differentiator

- Boosts productivity

- Fast and effective administration tasks with minimum disruptions

- Ability to Build communications enabled apps and workflows faster

Avaya Solutions Developer Certificate (ASDC)	
Programming Avaya Breeze™ Snap—ins using Java SDK	Online Test—Programming Avaya Breeze™ Snap—ins using Java SDK
Advanced Engagement Designer	Online Test—Advanced Engagement Designer

Additional Program Information

- Certificate in this program doesn't expire, and is tied to the product release at the time that the certificate was received

- It is a standalone program and not tied to any other Avaya programs (e.g. Avaya Edge / Avaya Credential program for Partners)

- There is a small cost associated with the test, in addition to the course cost, and is required in order to obtain the new program certificate (one certificate per course)

- Certificates require passing score on all online tests

- Certificates will be tracked and downloadable as electronic copy thru the Avaya Credential Management System

For more information

- Visit the Avaya Learning Center (avaya.com/learning) for course details

- Visit the Certificate program Home page for a list of the applicable courses and Online Tests.

- Visit the ClassPort Program Page for information on the Avaya Learning Pre—Paid Training Program.

- Need more information? Call our Global Support team, at one of the numbers on avaya.com/learning-support

About Avaya

Businesses are built on the experiences they provide, and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win – by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration – in the cloud, on—premise or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

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