

TRAINING AND EDUCATION SERVICES

Boost Your Proficiency in Avaya Technology

Avaya Learning Services can help your team get the skills they need to unlock the full value of Avaya technology, transforming features and functions into complete communication solutions.

Learn the capabilities of your products and solutions through practical knowledge from the experts at Avaya, with best-in-industry training at your team's pace and convenience. Then immediately apply that knowledge in your environment.

KEY BENEFITS:

- Full utilization of solutions' feature and functionality
- Resolve issues more rapidly
- Increase IT staff satisfaction
- Increase product adoption rates
- Increase customer satisfaction
- Improve system performance
- Save money
- Self-sufficient, less trouble reporting

AVAYA LEARNING SERVICES:

High quality instructors

High CSAT scores from students

FLEXIBLE ENVIRONMENT:

virtual instructor-led

Web-base self pace training, anytime, anywhere

"The actual troubleshooting labs were fantastic, and extremely useful. The trainer was excellent!"

Attendee of "Supporting Avaya Fabric Network Solutions".



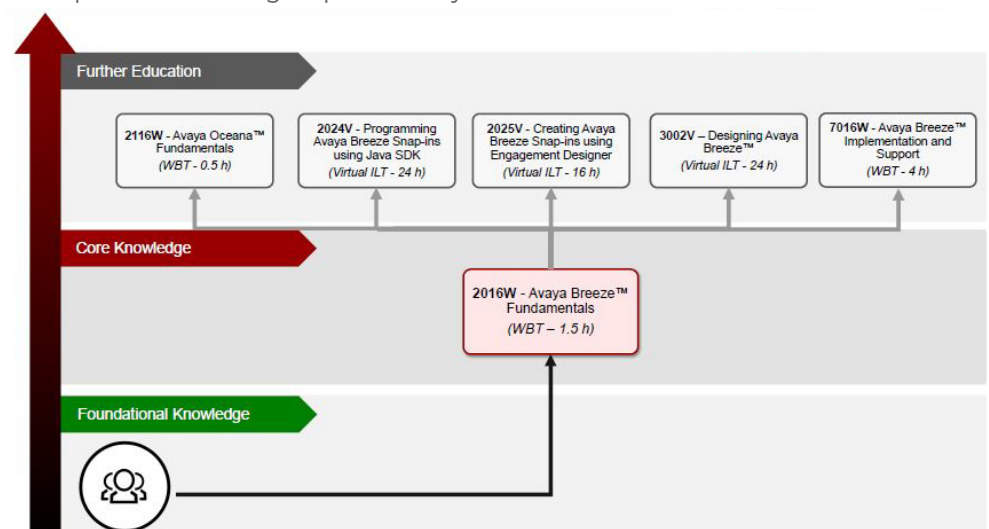
Credentials and Certification

For every level of knowledge and expertise, Avaya certification programs can enhance your ability to effectively deploy and use Avaya communications applications and technology.

Programs are available by area of focus and for different skill levels. Courses include rigorous study and hands-on learning, complimented by a blend of online tests and proctored exams to validate your competencies. Certifications require passing scores on all examinations.

The skills and knowledge you demonstrate through certification can help you make an immediate impact on current projects and help you achieve excellence in your field. Avaya Professional Credentials and Certifications are recognized across the globe.

Example of a Learning Map with Avaya Breeze™ Fundamentals



Avaya created curriculums for different roles: Sales, Design, Administration, Support; And for the different solutions: Customer Engagement, Team Engagement and Midmarket

The full Avaya Learning catalog is available, including filters and search capabilities to allow you to find the specific topics/ solutions/products and capabilities that you are looking for (keyword searches, product/solution, curriculum, and role searches).

About Avaya

Avaya enables the mission critical, real-time applications of the world's most important operations. As the global leader in delivering superior communications experiences, Avaya provides the most complete portfolio of software and services for contact center and unified communications—offered on premises, in the cloud, or a hybrid. Today's digital world requires communications enablement, and no other company is better positioned to do this than Avaya. For more information, please visit www.avaya.com.

Professional Credential Program

Sales and Design Credentials

	Sales	Design
Senior Specialist	APSS	ACDS
Specialist		APDS
Technology Fundamentals	Foundational Knowledge	

■ Online Tests

■ Proctored Exams

Sales Proficiency



Services Credentials

Senior Specialist	ASPS	ACSS
Specialist	AIPS	ACIS
Technology Fundamentals	Foundational Knowledge	

■ Online Tests

■ Proctored Exams

Support Proficiency



Delivery Methods:

High Quality Avaya Learning Services



Class: Creating Avaya Breeze™ Snap-ins using Engagement Designer Bootcamp

“The instructor was very knowledgeable and the training materials were very complete, including the lab environment.”

“If you have a customer that wants to explore the capabilities of Breeze, I strongly suggest having their development team attend this course.”

Learn More

For more information:

- Visit the Avaya Learning Center (avaya.com/learning) for course details.
- View the Course Catalog (avaya.com/learningcatalog)
- Get information on the Avaya Professional Credential Program (avaya.com/credentials)
- Download the schedule of all upcoming classes (avaya.com/learningschedule) in Microsoft Excel format.
- Visit avaya.com/classport 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