

Avaya Learning

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.

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.

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

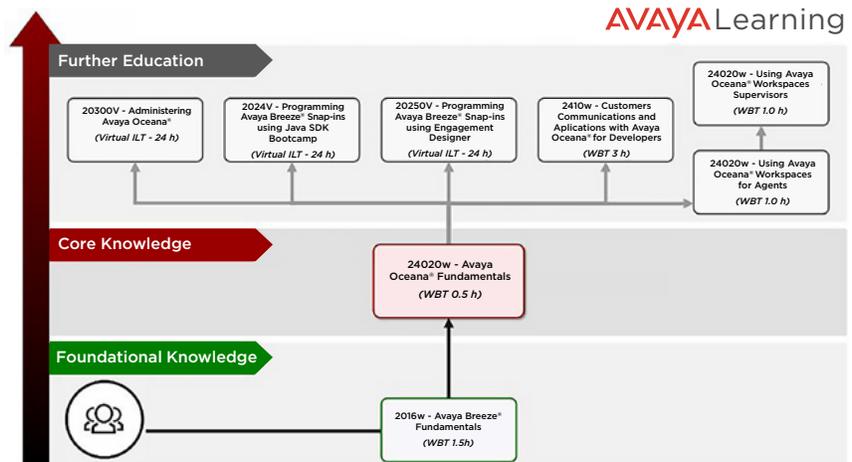
Avaya Learning Services:

- High quality instructors
- High CSAT scores from students

Flexible Environment:

- virtual instructor-led
- Web-base self pace
- training, anytime, anywhere

Example of a Learning Map with Avaya Oceana® Fundamentals.



Visit avaya.com/learning to see the full list of our Learning Tracks.

Sales and Design Credentials

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

Online Tests
 Proctored Exams
 Sales Proficiency ↑

Services Credentials

	ASPS	ACSS
Senior Specialist		
Specialist	AIPS	ACIS
Technology Fundamentals	Foundational Knowledge	

Online Tests
 Proctored Exams
 Support Proficiency ↑

Delivery Methods:

High Quality Avaya Learning Services



“Excellent training and instructor. One of the best remote courses I have taken from Avaya.”

— Attendee of “Administering Avaya Oceana®”

“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.”

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

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

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

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.

