AVAYA

AVAYA LEARNING

Boost Your Proficiency in Avaya Solutions

Avaya Learning is committed to partnering with you - our customers, to build your knowledge, skills and expertise to realize the full value of your Avaya solutions – allowing you to deliver a new world of experiences that matter to your customers, while also increasing your team productivity, learn the full capabilities of your communication solutions through practical knowledge from the experts at Avaya and engaging self-paced content available at your desired pace and convenience. Then immediately apply that knowledge to successfully configure, support and enhance your own Avaya environment. Learning is a continual journey, and we are here to make the knowledge accessible, simple and convenient.

Avaya Digital Badges

Avaya Digital Badges are intended to help elevate the visibility of an individual's skill set by allowing them to securely showcase their achievement through social media.

Key Benefits of Avaya Training

- Full utilization of solutions' features and functionality
- Resolve issues more rapidly
- Increase your customers and staff satisfaction
- Increase product adoption rates
- Improve system performance
- Increase self-sufficiency and reduce escalations
- Highly experienced instructors
- Industry leading CSAT scores

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Training Delivery Methods

Qualified & Experienced Instructors

Instructor-led Virtual Courses Instructor-led Classroom Courses (Custom only) Delivered by Avaya Training Partners	Self-Paced Curriculums	Delivered on the Avaya Learning Center

Flexible Training Environments

Learning Paths/Smart Tracks

The Avaya Smart Tracks are intended to provide individuals with a guided path to achieve a specific learning objective. Many learning paths are available for you to choose from, based on the desired category (e.g. Cloud, Contact Center, Unified Communication), or by function (Administrator, Sales, Support).
See below example:

AVAYA Learning

Avaya IP Office™ Platform Administrator

Recommended Prerequisite: **67101W** IP Office™ Platform Technical Introduction

Core Learning: **67201W** Administering Avaya IP Office™ Platform

Testing: **67200T** - Administering Avaya IP Office™ Platform Specialized Test

Further Education:

Avaya Cloud Office Administrator | Avaya IP Office Platform Design

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Testimonials

- “Excellent training and instructor. One of the best remote courses I have taken from Avaya.”
- “The instructor was very knowledgeable and the training materials were very complete, including the lab environment.”
  - Attendees of “Administering Avaya Oceana®”
- “The Lab environment and tools all worked very well. That was remote learning at the highest level. 10 Points from me!”
- Great course, great instructor, well paced with very detailed lab notes which will be a useful reference for the future. 10 out of 10!
  - Attendees of “Administering Avaya Aura® Communication Manager”
- “The course was fantastic, very interesting, and the quality of work and professionalism shown by the instructor is not seen every day.
  - Attendee of “ Installing and Supporting Call Management System”

Learn More

For more information:

- Learn more about Avaya’s **Complimentary Customer Training**.
- Visit the **Avaya Learning Center** for course details.
- View the **Course Catalog**.
- Get information on the **Avaya Professional Credential Program and Digital Badges**.
- Visit the different **Learning Maps/Smart Tracks** to find out what path to take for your learning needs.
- 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 search filters to allow you to find the specific topics/solutions/product and capabilities that you are looking for (keyword searches, product/solution, curriculum, and role searches).

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02/25 • MIS15539EN-02