



AVAYA CREDENTIALS

Sharpen your Skill - Get Avaya
Credentialed on Avaya Solutions



Avaya Credential programs are used to recognize accomplishments and skill achievements for individuals working with Avaya digital communications software, services and devices.

Avaya uses a blend of Online Tests delivered on the Avaya Learning Center and Proctored Exams delivered at our partner Pearson VUE to validate skill achievements.

Avaya’s comprehensive learning paths for skill progression guide individuals through attaining the necessary knowledge and skills required for a specific expertise level and prepare individuals to achieve the desired credential.



Avaya Credential Programs

Sales and Design

Avaya Credentials

Sales*

Design*

Proficient

ASRA

ADRA

■ Online Tests

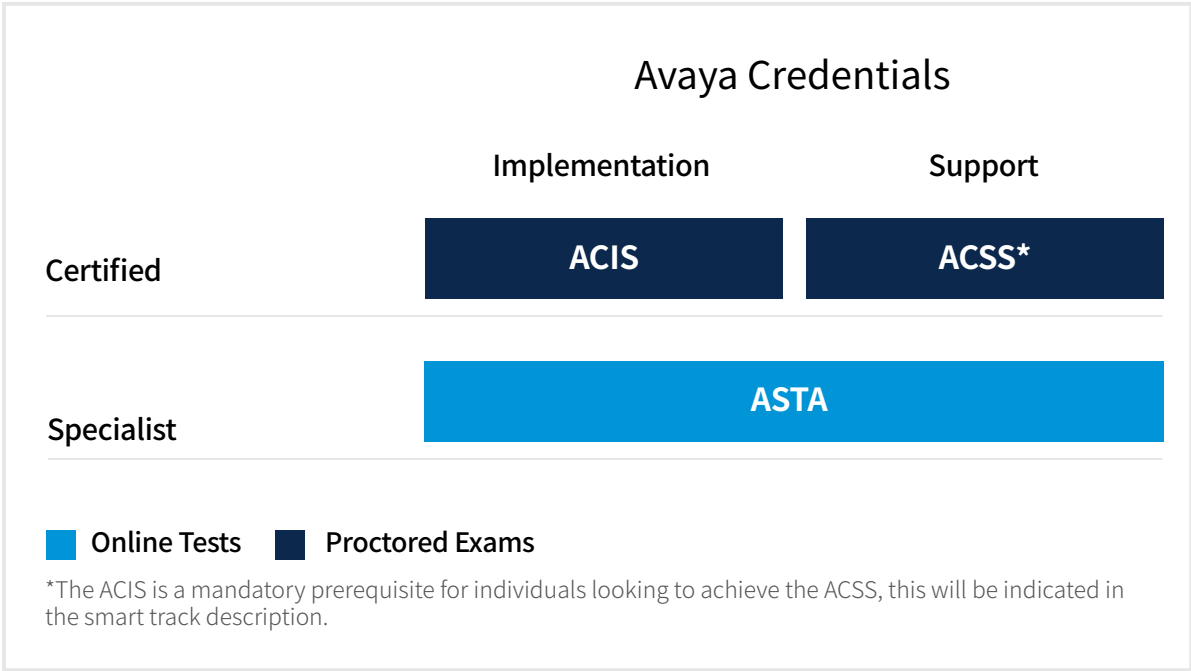
*For Avaya Bussiness Partners and Associates

Avaya Sales Readiness Associate (ASRA) - validates a candidate has demonstrated a foundational understanding of the selling strategy behind the Avaya Solution and the value it brings to support a client’s business need.

Avaya Design Readiness Associate (ADRA) - validates a candidate has demonstrated a foundational understanding of the Design considerations required for the Avaya Solution.



Implementation and Support



Avaya Services Technical Associate (ASTA) - validates the candidate has passed the technical skill assessment to implement or support the Avaya Solution.

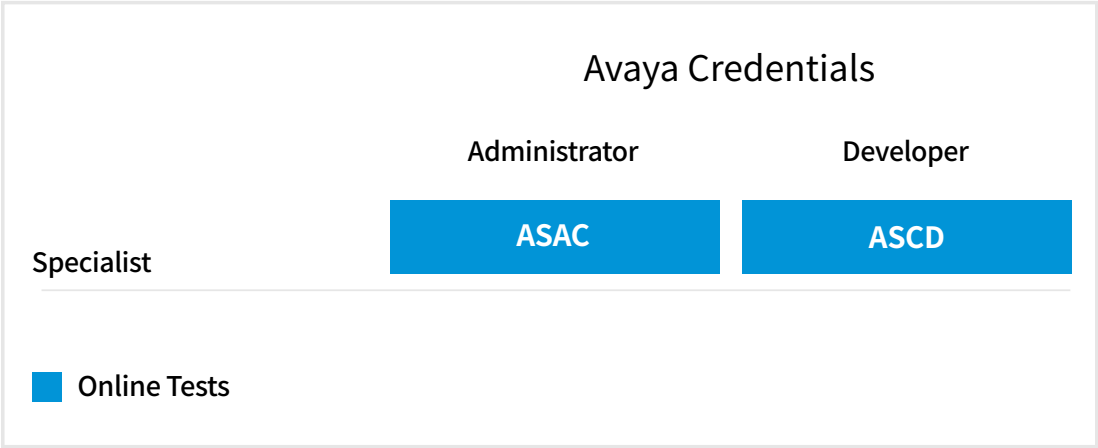
Avaya Certified Implementation Specialist (ACIS)* - validates a candidate has achieved an enhanced level of proficiency focused on installing and configuring a specified Avaya Solution.

Avaya Certified Support Specialist (ACSS)* - gathers and interprets system data, identifies issues and makes changes to ensure maximum availability and performance of a customer’s network. The Support Specialist uses their advanced Avaya troubleshooting, maintenance and administration capabilities to efficiently and accurately resolve customer’s communication issues.

*The credential is initially issued for 2 years.



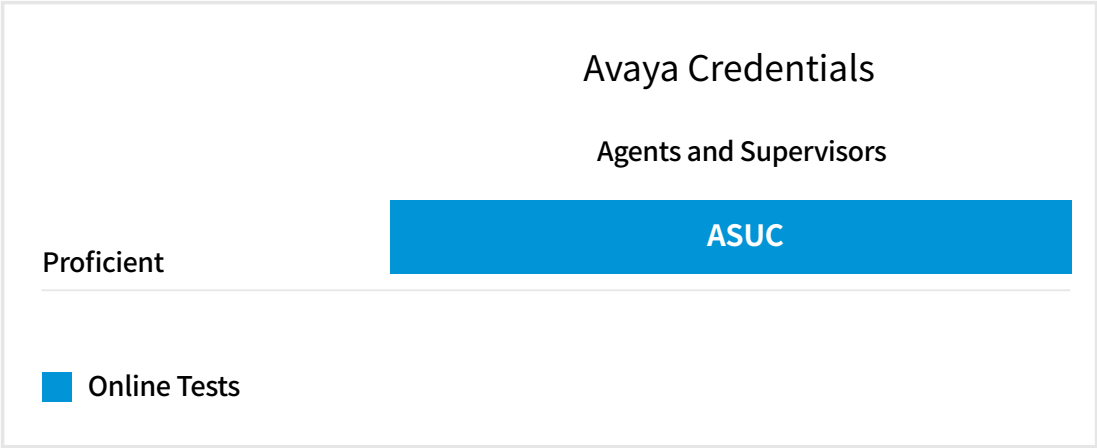
Administrator and Developer



Avaya Solutions Administrator Certificate (ASAC) – validates that the candidate has a basic to intermediate level of technical knowledge to administer the Avaya Solution.

Avaya Solutions Developer Certificate (ASDC) – validates that the candidate has a basic to intermediate level of technical knowledge to develop applications for the Avaya Solution.

Agents and Supervisors



Avaya Solutions User Certificate (ASUC) – validates a candidate has demonstrated a foundational understanding of working with the Avaya Solution and the value it brings to the workplace of Agents and Supervisors.



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.



Sample Badges



Avaya Learning has partnered with Credly to use their Acclaim Platform for the provisioning of the Avaya Digital Badges.

Avaya Digital Badges consist of an image and meta data unique to the badge holder. Once shared, anyone who clicks on the Digital Badge image will be able to view a real-time authentication that contains the following aspects:

- The Digital Badge holder (Badge recipient)
- The Digital Badge sponsor (Avaya) and when it was issued
- The core skills associated with the Digital Badge
- The expiry date of the Digital Badge (if applicable)



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 Credential Program and Digital Badges (avaya.com/credentials).
- Need more information? Call our Global Support team, at one of the numbers on avaya.com/learning-support.



©2024 Avaya LLC. All rights reserved. Avaya and the Avaya logo are trademarks of Avaya LLC and registered in the United States and other countries. Certain trademarks identified by ®, TM, or SM are registered marks, trademarks, and service marks, respectively, of Avaya LLC. All other trademarks are the property of their respective owners.