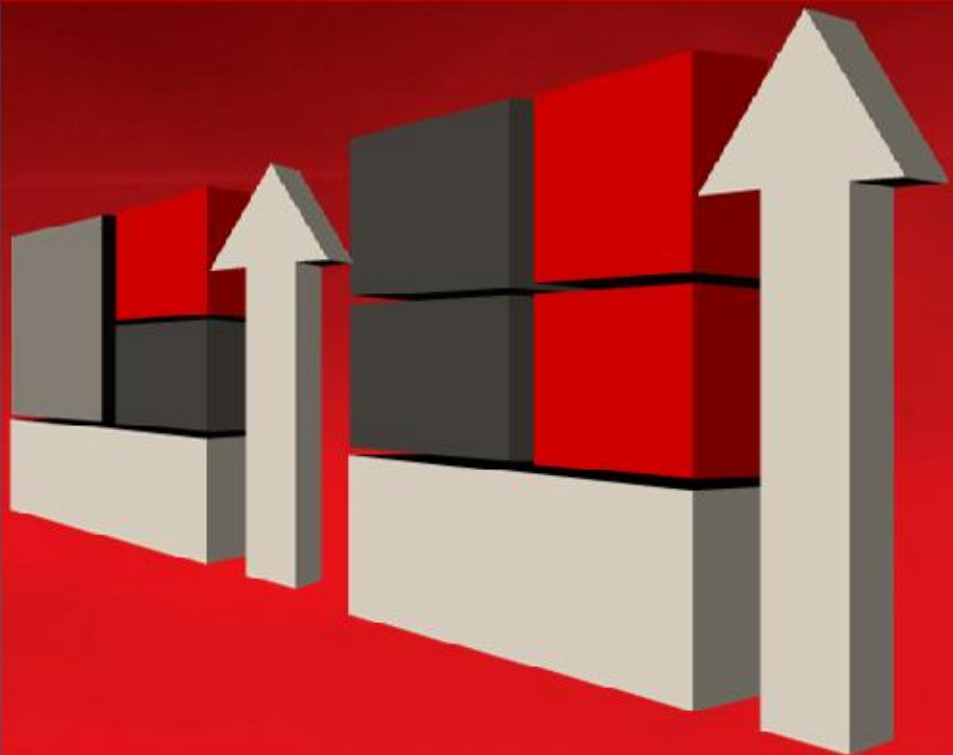


Avaya Professional Credential Program Overview



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AVAYA Learning

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Avaya 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

	Support	Integration
Senior Specialist	ASPS	ACSS
Specialist	AIPS	ACIS
Technology Fundamentals	Foundational Knowledge	

Online Tests
 Proctored Exams
 Support Proficiency

Note: Some credentials are available only to Avaya Partners and Avaya Associates. Please read the following credential descriptions to confirm eligibility.

The Avaya Professional Credential Program is designed to ensure individuals have the knowledge and skills to successfully sell, design, implement and maintain Avaya products and solutions that exceed customer expectations. The Avaya Professional Credential Program currently consists of Sales, Design, and Services Credentials and distinguishes between Solution Credentials and Product Specific Credentials.

Sales & Design Credentials

Avaya Engagement Solutions Certifications

ACDS - Avaya Certified Design Specialist

Avaya Product Professional Credentials

APDS - Avaya Professional Design Specialist

APSS - Avaya Professional Sales Specialist

Services Credentials

Avaya Engagement Solutions Certifications

ACSS - Avaya Certified Solution Specialist

ACIS - Avaya Certified Integration Specialist

Avaya Product Certifications

ACSS - Avaya Certified Support Specialist

ACIS - Avaya Certified Implementation Specialist

Avaya Product Professional Credentials

ASPS - Avaya Support Professional Specialist

AIPS - Avaya Implementation Professional Specialist

Avaya uses a blend of Online Tests and Proctored Exams to validate competencies. Professional Specialist credentials are awarded based upon passing Online Tests. Certified credentials incorporate Proctored Exams and Online Tests as a requirement to earn the credential.

For a complete listing of Avaya credentials by product / solution area, please visit the Avaya Professional Credential Program page on the Avaya Learning Center at www.avaya-learning.com.

Fundamental to all earning Avaya Professional Credentials is a solid understanding of the core technologies upon which the products and solutions are built. Avaya recommends the programs of leading industry players to provide [foundational knowledge](#): WestNet Learning (Foundational Technology Expert) and The SIP School (SSCA).

In support of the Credential Program, Avaya Learning offers a wide variety of training content to meet the needs of our Partners, Customers, and Associates.

Avaya Professional Sales Specialist (APSS)

APSS validates a candidate has a basic-to-intermediary level of knowledge to sell Avaya products and customer focused solutions.

An Avaya Professional Sales Specialist understands the competitive global landscape, evaluating customer needs, identifying and recommending the right Avaya solution and communicating its business value.

APSS Credentials use online tests, are valid for 2 years and are reserved exclusively for Avaya Channel Partners and Associates.

Exception: APSS – Avaya Aura® Application Server 5300 (APSS -1101) remains a one year credential until further notice.

Avaya Professional Design Specialist (APDS)

APDS validates a candidate has an introductory level of technical proficiency necessary to create specific designs and build foundational knowledge for solution designs based on the customer requirements.

The Avaya Professional Design Specialist has the skills and knowledge necessary to review a customer's current configuration, understand their future needs and design an Avaya solution for today and tomorrow. The Design Specialist creates architectural designs and migration strategies ensuring both integration to current networks and future readiness of customer communication solutions.

APDS Credentials use online tests, are valid for 2 years and are reserved exclusively for Avaya Channel Partners and Associates.

Avaya Certified Design Specialist (ACDS)

ACDS validates that the candidate has an intermediary level of technical proficiency necessary to create specific greenfield, upgrade and migration solution designs based on the customer business needs.

Avaya recognizes that individuals responsible for designing customer solutions demonstrate advanced Sales Engineering skills and therefore should be distinguished with a credential that signifies their achievement.

ACDS Credentials use proctored exams and online tests, are valid for 2 years and are reserved exclusively for Avaya Channel Partners and Associates. To obtain an ACDS credential individuals need to hold the relevant APDS credential.

Note: The ACDS portfolio has undergone a major redesign to provide the Avaya Sales Engineer (SE) community a growth path to mastery in Avaya Engagement Solutions. The ACDS curriculum for Avaya Engagement Solutions instills a common methodology and approach to solution design across the entire SE community and builds upon the foundation established with the Avaya Professional Design Specialist (APDS) curriculum.

Avaya Implementation Professional Specialist (AIPS)

AIPS validates a candidate has achieved an enhanced level of proficiency focused on installing, configuring, and troubleshooting a specified Avaya product or product family.

The Avaya Implementation Professional Specialist can implement, validate and troubleshoot the installation of a single product, single system or product family. The Implementation Specialist installs hardware and software, configures the solution, performs initial administration and acceptance testing to diagnose and correct installation issues.

AIPS Credentials use online tests, are valid for 2 years and are open to all audiences.

Avaya Support Professional Specialist (ASPS)

ASPS validates a candidate has achieved an advanced understanding of and competence in troubleshooting, maintaining and administration of Avaya industry leading communications products.

The Avaya Support Professional Specialist 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.

ASPS Credentials use online tests, are valid for 2 years and are open to all audiences.

Avaya Certified Implementation Specialist (ACIS)

ACIS certifies a candidate has achieved an enhanced level of proficiency focused on installing, configuring, and troubleshooting a specified Avaya product or product family.

The Avaya Certified Implementation Specialist can implement, validate and troubleshoot the installation of a single product, single system or product family. The Implementation Specialist installs hardware and software, configures the solution, performs initial administration and acceptance testing to diagnose and correct installation issues.

ACIS Certifications use proctored exams, are valid for 2 years and are open to all audiences.

Avaya Certified Support Specialist (ACSS)

ACSS certifies a candidate has achieved an advanced understanding of and competence in troubleshooting, maintaining and administration of Avaya industry leading communications products.

The Avaya Certified Support Specialist 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.

ACSS Certifications use proctored exams, are valid for 2 years and are open to all audiences.

Avaya Certified Integration Specialist (ACIS)

ACIS certifies a candidate has achieved a level of proficiency required to integrate and implement core and complex solutions based on reference architectures from Avaya customer scenarios.

The Avaya Certified Integration Specialist demonstrates the integration of enterprise architecture solutions in order to install, validate, and troubleshoot the implementation. The Integration Specialist holds a technical ability at a level that ensures the successful integration, configuration, and support of the solution reference architectures.

ACIS Certifications use proctored exams and online tests, are valid for 2 years and are open to all audiences.

Avaya Certified Solution Specialist (ACSS)

ACSS certifies a candidate has achieved an intermediate - advanced level of proficiency required to diagnose, isolate and support multi products within Avaya solution architecture.

The Avaya Certified Solution Specialist comprehends the methodology to isolate and diagnose single and multiple problems within the enterprise solution architectures, technologies and protocols. The Solution Specialist holds a technical ability at a level that ensures the successful maintenance, and support of solution architecture.

ACSS Certifications use proctored exams and online tests, are valid for 2 years and are open to all audiences. To obtain an ACSS credential individuals need to hold the relevant ACIS credential.

Questions?

Avaya Learning Help Desk:

North America: +1 866-Avaya-54 or 1.866.282.9254

Outside North America: [Regional Local Number Listing](#)

or

Submit a request to the Support Team at <https://partner-itss.avaya.com>

About Avaya Learning

Avaya Learning develops and delivers industry leading training for Avaya products and solutions. Avaya Learning specifically focuses on Avaya's product launches, sales force and channel enablement - including solution and executive selling, skills development and certification. Avaya Learning uses a blended learning approach offering a combination of self-paced, virtual interactive and classroom learning environments to maximize effectiveness and decrease time required to reach proficiency.

Avaya Learning supports and maintains the Avaya Learning Center where both course details and information on the Avaya Professional Credential Program can be found.