



Avaya Learning

Avaya Professional Credential Program

Sharpen your technical skills - Get Avaya Certified on Avaya Solutions.

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.

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 possibly Online Tests as a requirement to earn the credential. Avaya Credentials typically are valid for two years. Advance your career by getting Avaya Certified.

Sales and Design Credentials and Certifications

Avaya Engagement Solutions Professional Credentials

APSS - Avaya Professional Sales Specialist: validates a candidate has a basic-to inintermediary level of knowledge to sell Avaya products and customer focused solutions.

APDS - Avaya Professional Design Specialist: 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.

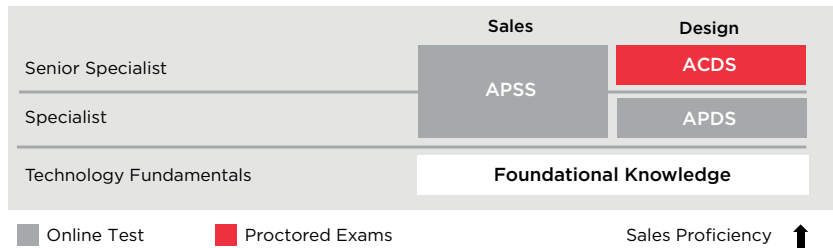
Key Certification Benefits

- Validates knowledge and skills
- Improves job performance and customer satisfaction
- Builds confidence for complex deployments
- Stay current with the latest industry developments
- Enhances resumes and career opportunities
- Competitive advantage for individual and the employer

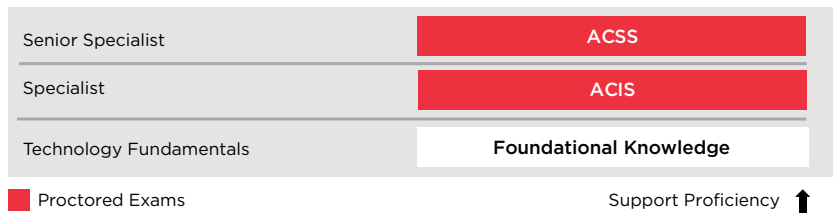
How to Earn an Avaya Professional Credential?

Training 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.

Sales and Design Credentials & Certifications



Services Certifications



Avaya Engagement Solutions Certifications

ACDS - Avaya Certified Design Specialist: certifies 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.

Services Certifications

Avaya Engagement Solutions Certifications

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

ACIS - Avaya Certified Integration Specialist: 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.

Avaya Product Certifications

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

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



Avaya Professional Credential Program Information

An overview on the Avaya Professional Credential Program and currently offered credentials is available on the Avaya Learning Center (www.avaya-learning.com).

Learn More

For more information:

- Visit the Avaya Learning Center (avaya.com/learning) for course details.
- View the Course Catalog (avaya.com/learningcatalog).
- Download the schedule of all upcoming classes (avaya.com/learningschedule) in Microsoft Excel format.
- Visit www.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

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.

