

Tracking Progress Towards Earning Your Avaya Professional 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 Specialist credentials incorporate both Online Tests and Proctored Exams as a requirement to earn the credential.

Online Test Results

Online Test registration and delivery is managed directly on the Avaya Learning Center. Online Test results post immediately to [Avaya Learning Center training transcripts](#) upon completion. Online Test results should post to an individual's [History transcript](#) in the Avaya [Credential Management System](#) (CMS) within 3 business days after completion of the test.

Proctored Exam Results

Proctored Exam registration and delivery is managed by Pearson VUE. Proctored Exam results post to the Pearson VUE user account after completion. Proctored Exam results should post to an individual's [History transcript](#) in the Avaya [Credential Management System](#) (CMS) within 3 business days after completion of the exam.

Avaya CMS - Transcript Updates & Credential Processing

To help ensure prompt Avaya CMS transcript updates and credential processing, individuals are requested to make sure their First Name, Last Name and Email Address match exactly across the Avaya Learning Center and the Pearson VUE Testing System.

Common differences between profiles often include:

- 1) Business vs. personal email addresses
- 2) Nick names vs. legal names
- 3) Inconsistent use of special characters in the name fields
- 4) Cultural switching of last name and first name between profiles
- 5) Inconsistent use of full last name when multiple last names exist.
- 6) Pearson VUE supports a suffix field (Jr., Sr., etc.); Avaya Learning does not. The last name field must appear the same in both profiles. Example: Smith Jr.
- 7) Typing errors

Avaya CMS - Credential Transcript Records

Once all credential requirements have been completed as reflected by passed test / exam records on an individual's History transcript in the Avaya CMS, the appropriate credential record will be added to an individual's [Certification Progress page](#).

Avaya CMS - User Accounts

Migrated User Accounts

Individuals with credential records on the previous Avaya Learning Center (prior to August 1st, 2013) had their credential records migrated and an account established for them on the new Avaya CMS. An account activation email was sent to the email address on record in their Avaya Learning Center profile.

New User Accounts

For individuals that did not have an account migrated from the Avaya Learning Center, an Avaya CMS account is automatically established when their first Online Test or Proctored Exam record is sent to the Avaya Credential Management System.

- Necessary profile information is sent along with each Online Test or Proctored Exam record from the corresponding Avaya Learning Center or Pearson VUE Testing Center account.
- An email notification is issued with additional information on how to access the Avaya CMS and establish a password.
- In conjunction with the Avaya CMS account activation process, students are requested to ensure their First Name, Last Name and Email Address match exactly across the Avaya Learning Center and the Pearson VUE Testing System.

Avaya Business Partners Tracking Individual Credential Records In Avaya PRM Partner View

Once a student's Avaya Credential Management System credential transcript contains the completed credential record, students should allow a minimum of 3 business days for the credential record to populate in PRM Partner View. Please note: Online Test and Proctored Exam records are not sent to PRM Partner View; only credential records are sent.

Credential and Transcript Questions may be directed to:

Avaya Learning Help Desk:

- (a) Avaya Learning Help Desk Call Center
 - (i) Call 866 Avaya 54 or 866 282 9254 [North American Region]
 - (ii) Outside North America: [Regional Local Number Listing](#)
- (b) Avaya Learning Help Desk Website
 - (i) Partners submit a request to the Support team at <https://partner-itss.avaya.com>
 - (ii) Avaya Associates submit a request to the Support team at <http://itss.avaya.com>