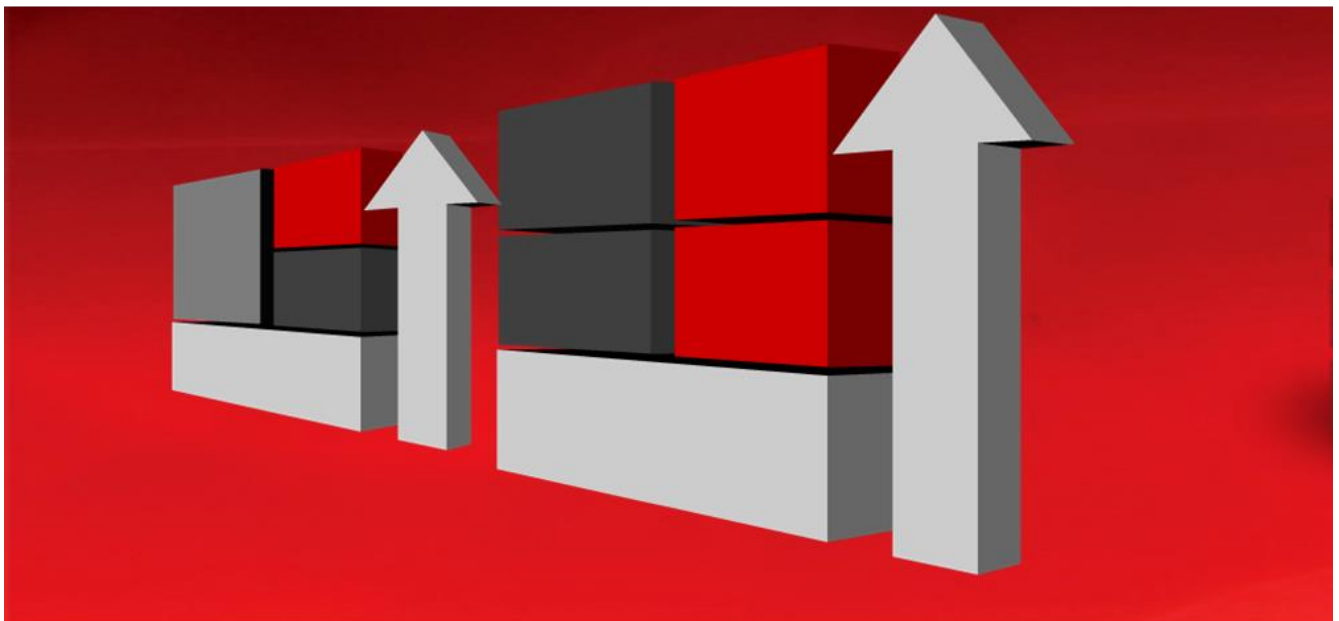


Avaya Services Credential Guide

- Avaya Implementation Professional Specialist (AIPS)
- Avaya Support Professional Specialist (ASPS)
- Avaya Certified Implementation Specialist (ACIS)
- Avaya Certified Support Specialist (ACSS)
- Avaya Certified Integration Specialist (ACIS)
- Avaya Certified Solution Specialist (ACSS)



01 October 2017

Purpose:

This guide provides background and planning information for the following Avaya Professional Credential Program services credentials:

- Avaya Implementation Professional Specialist (AIPS)
- Avaya Support Professional Specialist (ASPS)
- Avaya Certified Implementation Specialist (ACIS)
- Avaya Certified Support Specialist (ACSS)
- Avaya Certified Integration Specialist (ACIS)
- Avaya Certified Solution Specialist (ACSS)

Information in the document is presented as of **01 October 2017** unless noted otherwise.

For the latest information on the Avaya Professional Credential Program and the training curriculums that support it, log-in to the Avaya Learning Center www.avaya-learning.com

- Avaya Services Credential availability
- Test Preparation and Foundational Knowledge
- Certification Learning Partners
- Credential Program Policies and Procedures
- Information on the Avaya Credential Management System which allows credential holders to access their credential transcripts, download certificates and logos as well as publish credential verification reports for viewing by authorized 3rd parties.
- How to register to take an Avaya credential proctored exam at Pearson VUE Testing Centers
- News Highlights covering the most recent enhancements to Avaya Learning Center offerings and Avaya Professional Credential Program

Table of Contents

1.	Avaya Professional Credential Program Overview	4
2.	Avaya Services Credential Program Structure	5
3.	Avaya Implementation Professional Specialist (AIPS)	6
4.	Avaya Support Professional Specialist (ASPS)	6
5.	Avaya Certified Implementation Specialist (ACIS)	7
6.	Avaya Certified Support Specialist (ACSS)	7
7.	Avaya Certified Integration Specialist (ACIS)	8
8.	Avaya Certified Solution Specialist (ACSS)	8
9.	Credential Portfolio Overview	9
10.	Service Credential Testing Scenarios	10
11.	Preparing For and Scheduling Avaya Online Tests and Proctored Exams	11
12.	Service Credential Core Training Course Curriculum Maps	13
12.1	Avaya Product Professional Certifications - Avaya Implementation Professional Specialist (AIPS)	14
12.2	Avaya Product Professional Certifications - Avaya Support Professional Specialist (ASPS)	15
12.3	Avaya Product Certifications - Avaya Certified Implementation Specialist (ACIS)	18
12.4	Avaya Product Certifications - Avaya Certified Support Specialist (ACSS)	19
12.5	Avaya Engagement Solutions Certifications - Avaya Certified Integration Specialist (ACIS)	24
12.6	Avaya Engagement Solutions Certifications - Avaya Certified Solution Specialist (ACSS)	26
	Appendix A - AIPS, ASPS, ACIS and ACSS Knowledge and Skills Matrices	29
	Appendix B - Credential Listing and Test Requirements	30

1. Avaya Professional Credential Program Overview

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.

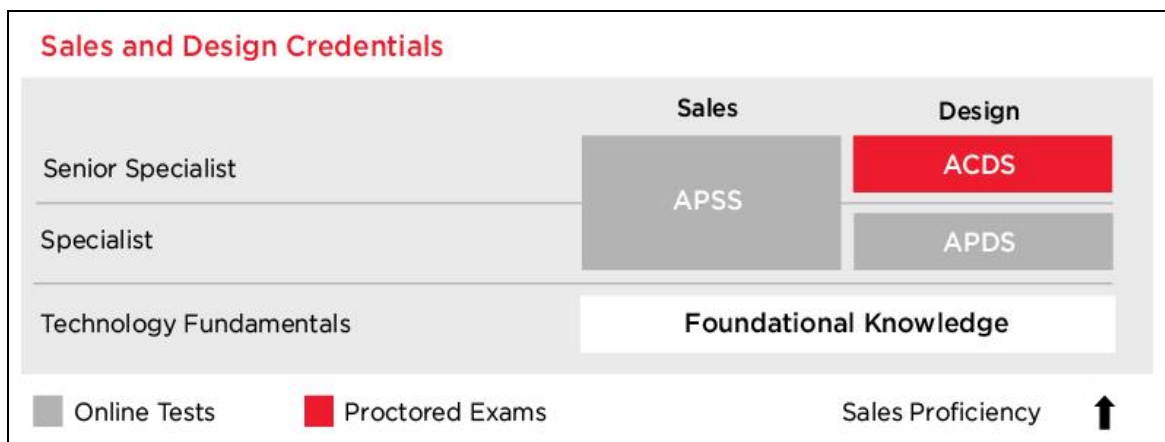
Sales and Design Credentials

Avaya Engagement Solutions Certifications

- Avaya Certified Design Specialist (ACDS)

Avaya Product Professional Credentials

- Avaya Professional Design Specialist (APDS)
- Avaya Professional Sales Specialist (APSS)



Services Credentials

Avaya Engagement Solutions Certifications

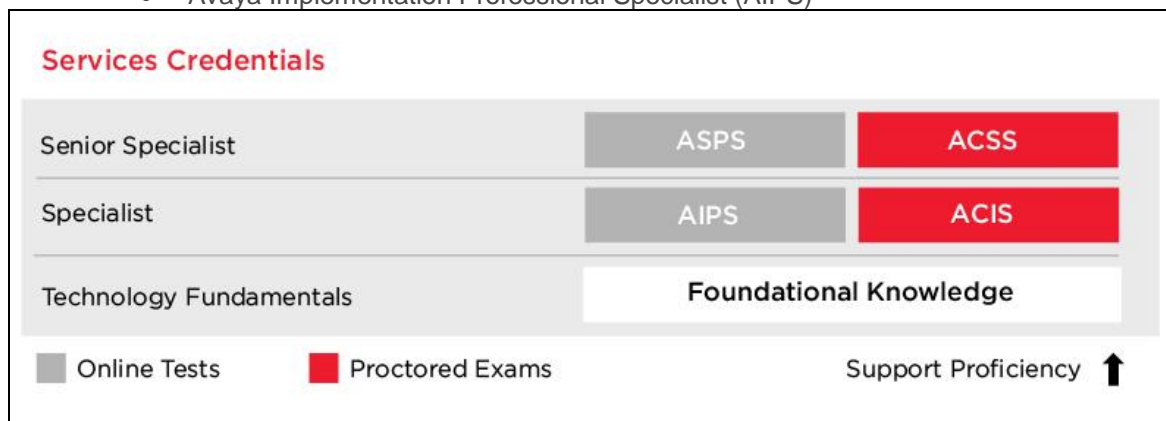
- Avaya Certified Solution Specialist (ACSS)
- Avaya Certified Integration Specialist (ACIS)

Avaya Product Certifications

- Avaya Certified Support Specialist (ACSS)
- Avaya Certified Implementation Specialist (ACIS)

Avaya Product Professional Credentials

- Avaya Support Professional Specialist (ASPS)
- Avaya Implementation Professional Specialist (AIPS)



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.

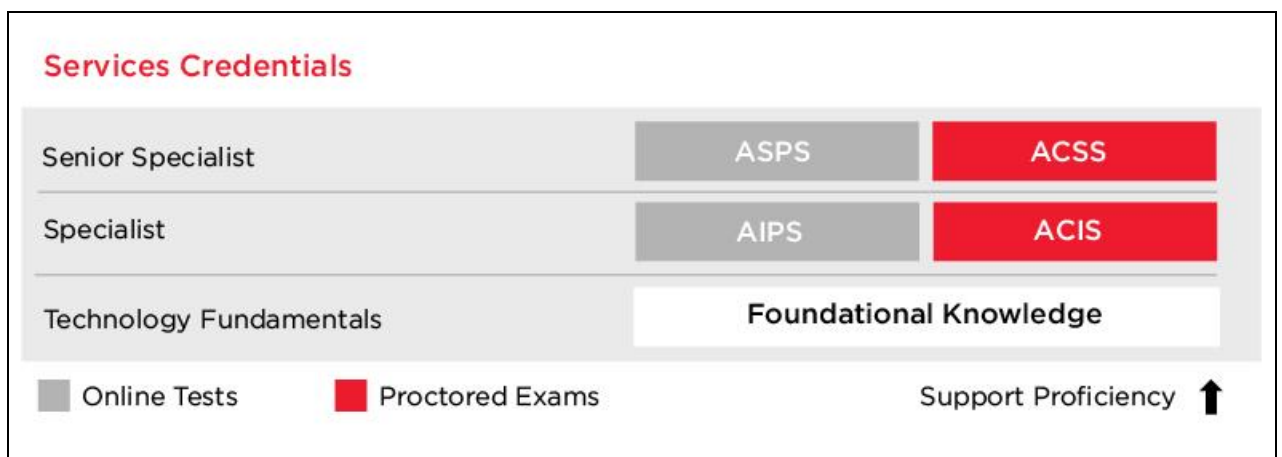
The Avaya Professional Sales Specialist (APSS), Avaya Professional Design Specialist (APDS) and Avaya Certified Design Specialist (ACDS) credentials are the Avaya sales and design authorizations validating knowledge and skills in the areas of selling and designing Avaya products and solutions.

The Avaya Services credentials validate knowledge and skills in the areas of implementation, administration, maintenance and troubleshooting for Avaya products and solutions.

This guide provides background and planning information for the Avaya Services Credentials.

2. Avaya Services Credential Program Structure

Avaya Professional Specialist credentials are awarded based upon passing Online Tests delivered on the Avaya Learning Center. Avaya Certified credentials incorporate Proctored Exams delivered at Pearson Vue Testing Centers and may also incorporate Online Tests as a requirement to earn the credential.



Avaya Learning launched its redefined Avaya Services Credentials (ACIS and ACSS) in support of Avaya Engagement Solutions providing a simplified representation of Avaya credential offerings that address today's most pressing business challenges. Not all products or solutions have both Professional Specialist and Certification credentials. The types of credentials and the number of tests/exams to earn a credential is a function of the product/solution complexity in the areas of implementation, administration, maintenance and troubleshooting.

When both an Implementation and Support credential exists, holding the Implementation credential may be a requirement to earn the Support credential. The new Solution credentials require the Integration credential. Be sure to check the Services Credential Curriculum Maps for detailed

credential requirements. When holding the lower level credential is a requirement, passing the test or exam first is recommended but not required; credential tests or exam may be taken in any order.

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

Fundamental to all earning Avaya 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).

3. Avaya Implementation Professional Specialist (AIPS)

This credential qualifies that the candidate has a basic-to-intermediary level of technical proficiency necessary to install and implement Avaya products.

Qualified candidates typically have a minimum of 2 years' experience in the relevant technologies and up to 1 year of experience in implementing the Avaya product. The candidate can apply knowledge and skills to:

- Demonstrate knowledge of the preparation required for the implementation
- Install the product hardware and software
- Test, validate, and troubleshoot the implementation
- Configure the product for hand-off to Day 2 administration

The Avaya Implementation Professional Specialist (AIPS) credential:

- Is available to everyone
- Uses online tests delivered via the Avaya Learning Center
- The credential is valid for 2 years
- Certificates are issued and credential logos are available

4. Avaya Support Professional Specialist (ASPS)

This credential qualifies that the candidate has an advanced level of technical proficiency necessary to deliver installation, configuration, administration, maintenance and troubleshooting support for Avaya products.

Qualified candidates typically have a minimum of 4 years' experience in the relevant technologies and up to 2 years' experience in supporting the Avaya product. The candidate can apply knowledge and skills to:

- Demonstrate product architecture knowledge (components, features and functions)
- Install the product hardware and software
- Test, validate, and troubleshoot the implementation
- Configure the product for hand-off to Day 2 administration
- Administer, maintain, and troubleshoot intermediate to advanced configurations
- Interpret and resolve customer technical issues related to the products and components

As with the Avaya Implementation Professional Specialist (AIPS) credential, the Avaya Support Professional Specialist (ASPS) credential:

- Is available to everyone
- Uses online tests delivered via the Avaya Learning Center
- The credential is valid for 2 years
- Certificates are issued and credential logos are available

5. Avaya Certified Implementation Specialist (ACIS)

This credential certifies that the candidate has a basic-to-intermediary level of technical proficiency necessary to install and implement Avaya products.

Qualified candidates typically have a minimum of 2 years' experience in the relevant technologies and up to 1 year of experience in implementing the Avaya product. The candidate can apply knowledge and skills to:

- Demonstrate knowledge of the preparation required for the implementation
- Install the product hardware and software
- Test, validate, and troubleshoot the implementation
- Configure the product for hand-off to Day 2 administration

The Avaya Certified Implementation Specialist (ACIS) credential:

- Is available to everyone
- Uses proctored exams delivered via Pearson VUE Testing Centers
- The Certification is valid for 2 years
- Certificates are issued and credential logos are available

6. Avaya Certified Support Specialist (ACSS)

This credential certifies that the candidate has an advanced level of technical proficiency necessary to deliver installation, configuration, administration, maintenance and troubleshooting support for Avaya products.

Qualified candidates typically have a minimum of 4 years' experience in the relevant technologies and up to 2 years' experience in supporting the Avaya product. The candidate can apply knowledge and skills to:

- Demonstrate product architecture knowledge (components, features and functions)
- Install the product hardware and software
- Test, validate, and troubleshoot the implementation
- Configure the product for hand-off to Day 2 administration
- Administer, maintain, and troubleshoot intermediate to advanced configurations
- Interpret and resolve customer technical issues related to the products and components

As with the Avaya Certified Implementation Specialist (ACIS), the Avaya Certified Support Specialist (ACSS):

- Is available to everyone
- Uses proctored exams delivered via Pearson VUE Testing Centers
- The Certification is valid for 2 years
- Certificates are issued and credential logos are available

7. Avaya Certified Integration Specialist (ACIS)

This credential certifies that the candidate has a basic-to-intermediary level of technical proficiency necessary to integrate and implement Avaya solutions.

Qualified candidates typically have a minimum of 2 years of experience in the relevant technologies and up to 1 year of experience in integration and installation of Avaya solutions. The candidate can apply knowledge and skills to:

- Demonstrate installation of core and complex multi-product solutions
- Install and configure software
- Perform bootstrapping for administration
- Perform basic validation of the initial configuration of the system
- Perform basic troubleshooting for operational validation

The Avaya Certified Integration Specialist (ACIS) credential:

- Is available to everyone
- Uses proctored exams delivered via Pearson VUE Testing Centers
- The Certification is valid for 2 years
- Certificates are issued and credential logos are available

8. Avaya Certified Solution Specialist (ACSS)

This credential certifies that the candidate has an advanced level of technical proficiency necessary to deliver installation, configuration, administration, maintenance and troubleshooting support for Avaya solutions.

Qualified candidates typically have a minimum of 4 years' experience in the relevant technologies and up to 2 years' experience in supporting the Avaya solutions. The candidate can apply knowledge and skills to:

- Demonstrate product architecture knowledge (components, features and functions)
- Perform acceptance testing
- Interpret how a call flows within a complex solutions architecture
- Commissioning/registration of the product
- Maintain and troubleshoot the integration between products
- Analyze data from diagram, logs and resolve issue and/or hand-off package in a maintenance ticket

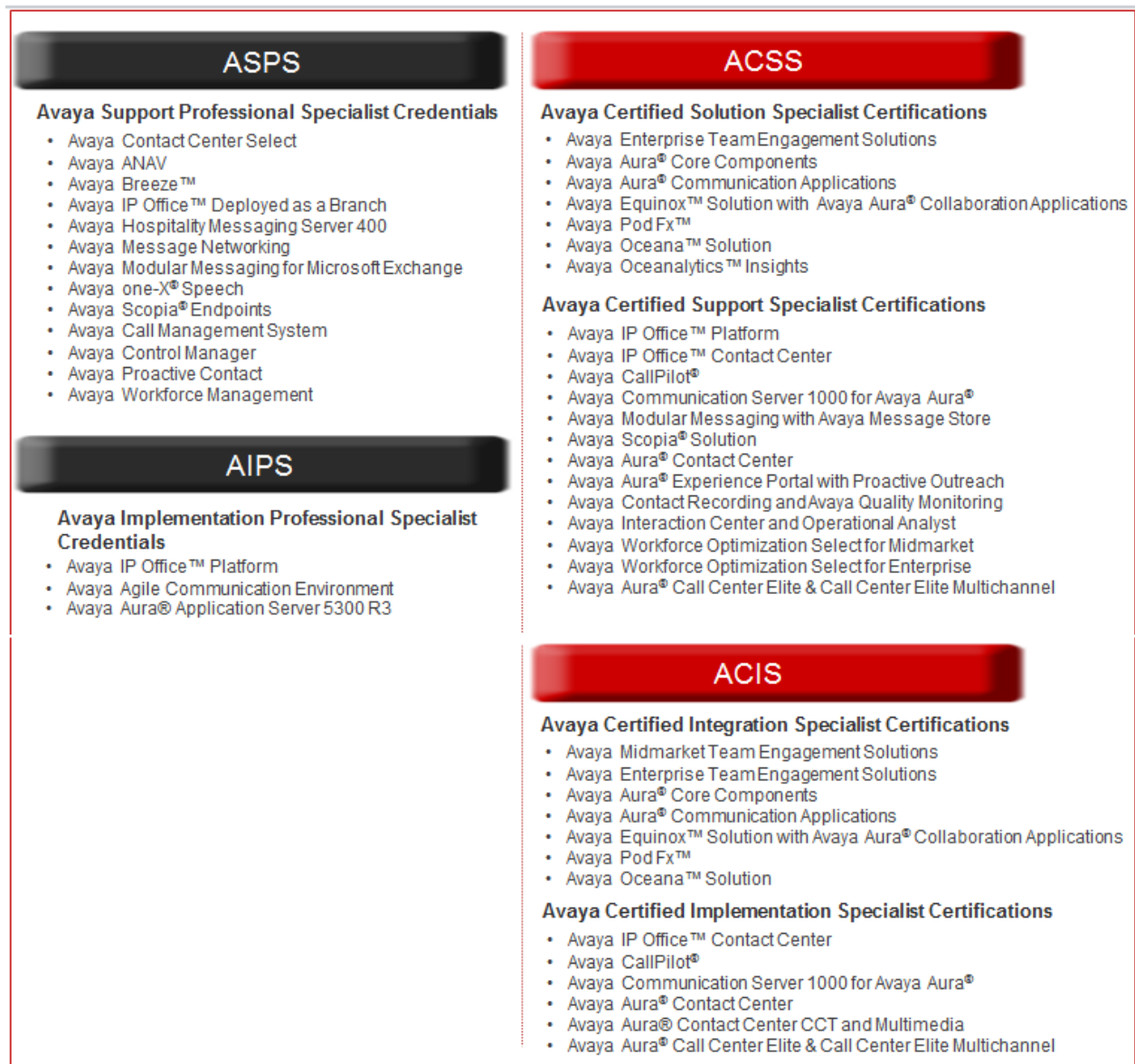
As with the Avaya Certified Integration Specialist (ACIS), the Avaya Certified Solution Specialist (ACSS):

- Is available to everyone
- Uses proctored exams delivered via Pearson VUE Testing Centers
- The Certification is valid for 2 years
- Certificates are issued and credential logos are available

9. Credential Portfolio Overview

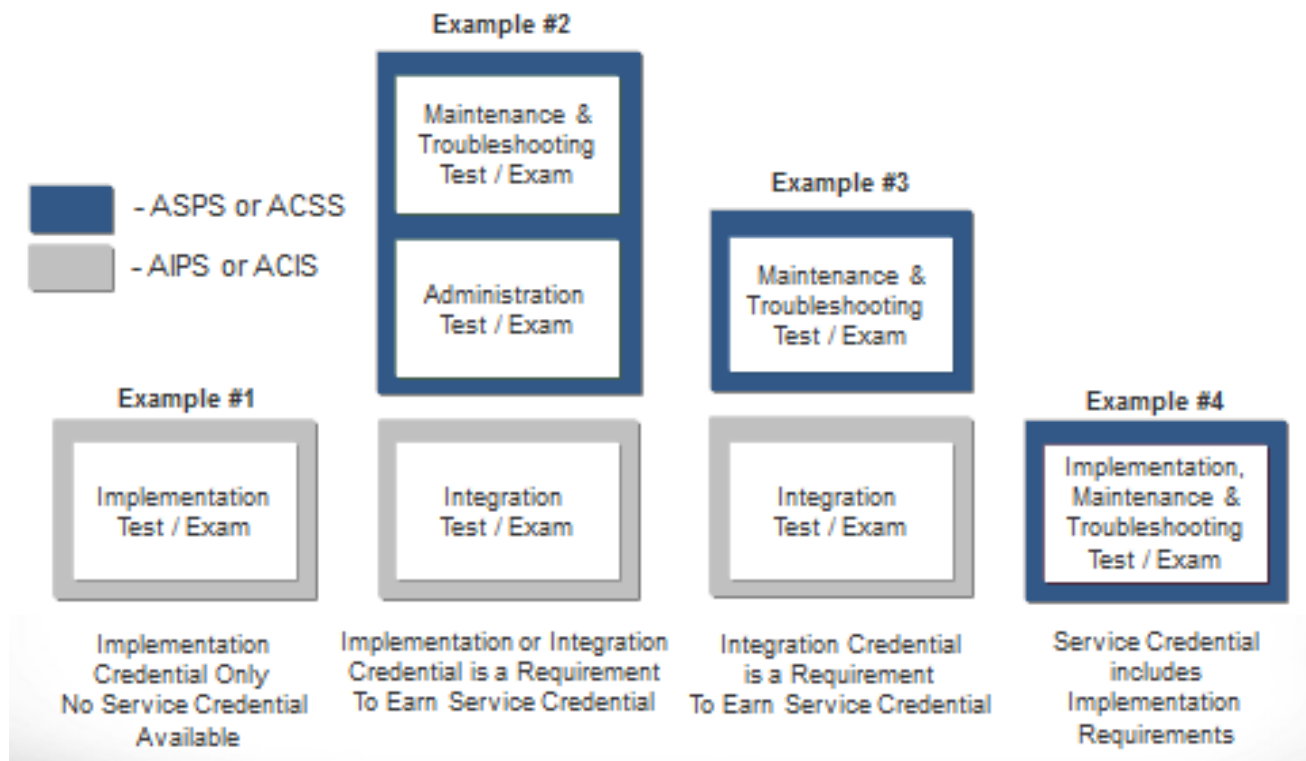
Avaya Professional Services Credentials and Avaya Services Certifications are in alignment with Avaya's new era of Avaya Engagement Solutions and the Avaya Portfolio. The below diagram illustrates the available credentials and certifications offered as of 21 February 2017.

The types of credentials and the number of online tests and proctored exams to earn a credential is a function of the solution's complexity in that particular area of implementation and support.



10. Service Credential Testing Scenarios

The diagram below illustrates possible Professional Specialist and Certification credential testing scenarios.



Example 1 –Requires passing:

- An Implementation online test or proctored exam
- No Service Credential is Available

Example 2 –Requires passing:

- A Service Maintenance & Troubleshooting online test or proctored exam
- A Service Administration online test or proctored exam
- An Implementation or Integration online test or proctored exam

Example 3 –Requires passing:

- A single Service Maintenance & Troubleshooting online test or proctored exam
- An Integration online test or proctored exam

Example 4 –Requires passing:

- A single Service credential Implementation & Maintenance online test or proctored exam
- The implementation requirements are captured in the one online test or proctored exam

Note: Credential structure examples shown above are for illustrative purposes only. Details on the individual AIPS, ASPS, ACIS and ACSS online tests or proctored exams required; including core course curriculum maps are available in Section 12.

11. Preparing For and Scheduling Avaya Online Tests and Proctored Exams

Preparing for Avaya Services Online Tests and Proctored Exams

Log-in to the Avaya Learning Center at www.avaya-learning.com and use the “Catalog Search” functionality to search either by “Curriculum/Credential” or “Search by Course Code.”

The Avaya Professional Credential Program landing page provides additional information around available credentials and the Credential Program Links page provides useful program documentation and latest news.

Training is recommended and core training courses are often supplemented as part of a comprehensive study program. Review the credential, online test / proctored exam and all curriculum map training course descriptions to determine the scope of training and experience most appropriate for you to prepare for the online test or proctored exam.

Technology Fundamentals

Selling, designing, implementing and maintaining Avaya Products / Solutions require a solid understanding of the core technologies upon which they are built.

Avaya recommends the programs of leading industry players to provide foundational knowledge: WestNet Learning (Foundational Technology Expert) and The SIP School (SSCA).

Access the “Foundational Knowledge” link on the Avaya Professional Credential Program landing page to learn more about these important programs.

Taking an Avaya Online Test

Avaya Online Tests are taken via the Avaya Learning Center. Students are required to log in to the Avaya Learning Center via Avaya Single Sign-On (SSO) process.

For questions related to registering for an Online Test or the SSO process please contact the Helpdesk at:

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

To register for an Avaya online test, log in to www.avaya-learning.com

Online Test Re-take Policy

Avaya Learning policy allows three pre-course attempts for all online tests. If you do not pass the online test you must re-register to attempt it again. If you have not passed the online test after the third attempt, you will need to complete the associated learning activity and call the Avaya Learning Center Help Desk requesting a re-set for that specific online test.

Please note: This policy applies only to online tests.

Scheduling a Proctored Exam at Pearson VUE Test Centers

Pearson VUE Authorized Test Centers represent a network of Pearson VUE independent business partners primarily in the commercial and academic market spaces. Availability of testing centers varies by city/state/geographic region based upon business partner participation in the Pearson VUE testing program.

As independent business partners, Pearson VUE Test Centers establish their own hours of operation and testing seat capacity. Reservations are accepted on a first come / first serve basis independent of the vendor exam chosen. Test Center, Online or Pearson VUE Call Center reservations all work from the same inventory of available testing sessions. Contacting a Pearson VUE Test Center can provide candidates with the best understanding of what parameters drive a Center's days / hours of operation; this can be particularly helpful for Testing Centers associated with academic institutions.

Pearson VUE encourages candidates to book testing sessions well in advance (2+ months) to help ensure individual requirements can be met. Candidate demand often fluctuates. Visit the Pearson VUE website at www.pearsonvue.com/avaya to see currently available Avaya exams, regional exam pricing and register for a proctored exam session.

12. Service Credential Core Training Course Curriculum Maps

Following are the core training course Curriculum and Learning Maps for APIS, ASPS, ACIS and ACSS credentials available as of **01 October 2017**.

For the most current information on the Avaya Credential Curriculum and Learning Maps including Foundational Knowledge and Supplemental Learning options visit the Avaya Learning Center www.avaya-learning.com.

For questions related to registering for an Online Test or the SSO process please contact the Helpdesk at:

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

As of 01 October 2017	AIPS	ASPS	ACIS	ACSS	ACIS	ACSS
Avaya Engagement Solutions Certifications	Avaya Implementation Professional Specialist	Avaya Support Professional Specialist	Avaya Certified Implementation Specialist	Avaya Certified Support Specialist	Avaya Certified Integration Specialist	Avaya Certified Solution Specialist
Avaya Midmarket Team Engagement Solutions	N/A	N/A	N/A	N/A	Available	N/A
Avaya Enterprise Team Engagement Solutions	N/A	N/A	N/A	N/A	Available	Available
Avaya Aura® Core Components	N/A	N/A	N/A	N/A	Available	Available
Avaya Aura® Communications Applications	N/A	N/A	N/A	N/A	Available	Available
Avaya Equinox™ Solution with Avaya Aura® Collaborations	N/A	N/A	N/A	N/A	Available	Available
Avaya Pod Fx™	N/A	N/A	N/A	N/A	Available	Available
Avaya Oceana™ Solution	N/A	N/A	N/A	N/A	Available	Available
Avaya Oceanalytics™ Insights	N/A	N/A	N/A	N/A	N/A	Available
Avaya Product Certifications						
Avaya IP Office™ Platform	Available	N/A	N/A	Available	N/A	N/A
Avaya IP Office™ Contact Center	N/A	N/A	Available	Available	N/A	N/A
Avaya CallPilot®	N/A	N/A	Available	Available	N/A	N/A
Avaya Communication Server 1000 for Avaya Aura®	N/A	N/A	Available	Available	N/A	N/A
Avaya Modular Messaging with Avaya Message Store	N/A	N/A	N/A	Available	N/A	N/A
Avaya Scopia® Solution	N/A	N/A	N/A	Available	N/A	N/A
Avaya Aura® Contact Center	N/A	N/A	Available	Available	N/A	N/A
Avaya Aura® Experience Portal with Proactive Outreach Manager	N/A	N/A	N/A	Available	N/A	N/A
Avaya Aura® Contact Center CCT and Multimedia	N/A	N/A	Available	N/A	N/A	N/A
Avaya Aura® Contact Recording and Avaya Aura® Quality Monitoring	N/A	N/A	N/A	Available	N/A	N/A
Avaya Interaction Center/Operational Analyst	N/A	N/A	N/A	Available	N/A	N/A
Avaya Contact Center Select	N/A	Available	N/A	N/A	N/A	N/A
Avaya Agile Communication Environment Core	Available	N/A	N/A	N/A	N/A	N/A
Avaya ANAV	N/A	Available	N/A	N/A	N/A	N/A
Avaya Breeze™	N/A	Available	N/A	N/A	N/A	N/A
Avaya Aura® Application Server 5300 R3	Available	N/A	N/A	N/A	N/A	N/A
Avaya Hospitality Messaging Server 400	N/A	Available	N/A	N/A	N/A	N/A
Avaya Message Networking	N/A	Available	N/A	N/A	N/A	N/A
Avaya one-X® Speech	N/A	Available	N/A	N/A	N/A	N/A
Avaya IP Office™ Deployed as a Branch	N/A	Available	N/A	N/A	N/A	N/A
Avaya Modular Messaging with Microsoft Exchange	N/A	Available	N/A	N/A	N/A	N/A
Avaya Scopia® Endpoints	N/A	Available	N/A	N/A	N/A	N/A
Avaya Call Management System	N/A	Available	N/A	N/A	N/A	N/A
Avaya Control Manager	N/A	Available	N/A	N/A	N/A	N/A
Avaya Proactive Contact	N/A	Available	N/A	N/A	N/A	N/A
Avaya Workforce Management	N/A	Available	N/A	N/A	N/A	N/A
Avaya Aura® Call Center Elite & Call Center Elite Multichannel	N/A	N/A	Available	Available	N/A	N/A
Avaya Workforce Optimization Select for Midmarket	N/A	N/A	N/A	Available	N/A	N/A
Avaya Workforce Optimization Select for Enterprise	N/A	N/A	N/A	Available	N/A	N/A
	3	13	6	13	7	7

12.1 Avaya Product Professional Certifications - Avaya Implementation Professional Specialist (AIPS)

AIPS – Avaya IP Office™ Platform (AIPS – 4000)

To earn the AIPS – 4000 - Avaya IP Office™ Platform credential:

Training:

Virtual	7720V	Avaya IP Office™ Platform Basic Integration and Configuration	40.00 hours
---------	-------	---	-------------

Online Test:

Online Test	7720T	Avaya IP Office™ Platform Basic Integration and Configuration Test	1.50 hours
-------------	-------	--	------------

AIPS – Avaya Aura® Application Server (5300 R3.x) (AIPS – 4102)

To earn the AIPS – 4102 - Avaya Aura® Application Server 5300 R3 credential:

Requirement: Student needs to hold the following credential

Credential	ASPS - 5400	ASPS - Avaya Stackable ERS and VSP Credential (retired)
------------	-------------	---

Training:

Classroom	0U00137I	AS5300 Custom Administration Bundle	64.00 hours
Classroom	0U00120I	Avaya Aura® Application Server 5300 R3 Implementation and Commissioning	80.00 hours
Classroom	0U00121I	Avaya Aura® Application Server 5300 R2 to R3 Upgrade	32.00 hours

Online Test:

Online Test	0U00122A	Avaya Aura® Application Server 5300 R3 Implementation Assessment	1.00 hours
-------------	----------	--	------------

Recommended Training for End Users:

These courses are not applicable for the AIPS – Avaya Aura® Application Server (5300 R3.x) 4102 Certification.

These courses are for a "Certificate of Completion" for End Users.

Classroom	0U00137I	AS5300 Custom Administration Bundle	64.00 hours
Classroom	0U00130I	Avaya Aura® Application Server (AS5300) System Administration – 1	40.00 hours
Classroom	0U00131I	Avaya Aura® Application Server (AS5300) System Administration – 2	16.00 hours

AIPS – Avaya Agile Communication Environment™ Core (AIPS – 4103)

To earn the AIPS – 4103 - Avaya Agile Communication Environment™ credential:

Training: Please contact the Avaya Learning Helpdesk for information

Online Test:

Online Test	4103	Avaya Agile Communication Environment™ Core Implementation Test	1.50 hours
-------------	------	---	------------

12.2 Avaya Product Professional Certifications - Avaya Support Professional Specialist (ASPS)

ASPS – Avaya Contact Center Select (ASPS – 5000)

To earn the ASPS – 5000 - Avaya Contact Center Select credential:

Requirement: Student needs to hold 1 of the following 2 credentials

Credential	ACSS - 3000	ACSS - Avaya Midmarket Communications
Credential	AIPS - 4000	AIPS - Avaya IP Office™ Platform

Training:

Virtual	7720V	IP Office™ Platform Basic Integration and Configuration	40.00 hours
Virtual	7760V	Avaya Contact Center Select Implementation and Support	40.00 hours

Online Tests:

Online Test	5003	Avaya Contact Center Select Implementation and Maintenance Test	1.50 hours
Online Test	7720T	Avaya IP Office Platform Basic Integration and Configuration Test	1.50 hours

ASPS – Avaya ANAV (ASPS – 5305)

To earn the ASPS – 5305 - Avaya ANAV credential:

Training:

Virtual	2517V	Avaya ANAV Implementation and Maintenance	24.00 hours
---------	-------	---	-------------

Online Test:

Online Test	5305	Avaya ANAV Implementation and Maintenance Test	1.50 hours
-------------	------	--	------------

ASPS – Avaya Breeze™ (ASPS – 5105) *formerly known as Avaya Aura® Collaboration Environment*

To earn the ASPS – 5105 - Avaya Breeze™ credential:

Training:

Web	7016W	Avaya Breeze™ Implementation and Support	3.00 hours
-----	-------	--	------------

Online Test:

Online Test	5105	Avaya Breeze™ Implementation and Support Test	1.75 hours
-------------	------	---	------------

ASPS – Avaya IP Office™ Deployed as a Branch (ASPS – 5103)

To earn the ASPS – 5103 - Avaya IP Office™ Deployed as a Branch credential:

Training: Please contact the Avaya Learning Helpdesk for information

Online Test:

Online Test	5103	Avaya IP Office™ Platform Deployed as a Branch Implementation and Maintenance Test	1.50 hour
-------------	------	--	-----------

ASPS – Avaya Hospitality Messaging Server 400 (ASPS – 5203)

To earn the ASPS – 5203 - Avaya Hospitality Messaging Server 400 credential:

Training: Please contact the Avaya Learning Helpdesk for information

Online Test:

Online Test	0M00135A	Hospitality Messaging Server 400 Implementation, Administration, and Maintenance Assessment	1.50 hours
-------------	----------	---	------------

ASPS – Avaya Message Networking (ASPS – 5200)

To earn the ASPS – 5200 - Avaya Message Networking credential:

Training: Please contact the Avaya Learning Helpdesk for information

Online Test:

Online Test	ATI02046AEN	Avaya Message Networking Implementation and Maintenance Assessment	1.00 hour
-------------	-------------	--	-----------

ASPS – Avaya Modular Messaging with Microsoft Exchange (ASPS – 5201)

To earn the ASPS – 5201 - Avaya Modular Messaging with Microsoft Exchange credential:

Training: Please contact the Avaya Learning Helpdesk for information

Online Test:

Online Test	5201	Avaya Modular Messaging for Microsoft Exchange Implementation and Maintenance Test	1.50 hours
-------------	------	--	------------

ASPS – Avaya one-X® Speech (ASPS – 5202)

To earn the ASPS – 5202 - Avaya one-X® Speech credential:

Training:

Classroom	ATI02056IEN	one-X Speech Implementation	16.00 hours
-----------	-------------	-----------------------------	-------------

Online Test:

Online Test	ATI02056AEN	Avaya one-X® Speech Implementation and Maintenance Assessment	1.50 hours
-------------	-------------	---	------------

ASPS – Avaya Scopia® Endpoints (ASPS – 5102)

To earn the ASPS – 5102 - Avaya Scopia® Endpoints credential:

Training: Please contact the Avaya Learning Helpdesk for information

Online Test:

Online Test	5102	Avaya Scopia® Endpoints Implementation and Maintenance Test	1.50 hours
-------------	------	---	------------

ASPS – Avaya Call Management System (ASPS – 5303)

To earn the ASPS – 5303 - Avaya Call Management System credential:

Training:

Virtual	ATI00684VEN	Avaya Call Management System Installation & Maintenance	16.00 hours
---------	-------------	---	-------------

Online Test:

Online Test	5303	Avaya Call Management System Implementation and Maintenance Test	1.50 hours
-------------	------	--	------------

For training on reports:

Virtual	0C00080V	Customizing CMS Reports Workshop	16.00 hours
---------	----------	----------------------------------	-------------

ASPS – Avaya Control Manager (ASPS – 5300)

To earn the ASPS – 5300 - Avaya Control Manager credential:

Training:

Virtual	7090V	Avaya Control Manager Implementation	40.00 hours
---------	-------	--------------------------------------	-------------

Virtual	7091W	Avaya Control Manager Administration (coming soon)	7 hours
---------	-------	--	---------

Online Test:

Online Test	5300	Avaya Control Manager Implementation and Maintenance Test	1.50 hours
-------------	------	---	------------

ASPS – Avaya Proactive Contact (ASPS – 5301)

To earn the ASPS – 5301 - Avaya Proactive Contact credential:

Training:

Virtual	ATA00781VEN	Avaya Proactive Contact 5.0 Implementation & Configuration	40.00 hours
---------	-------------	--	-------------

Please choose the following Administration course:

Virtual	4C00072V	Avaya Proactive Contact 5.0 Basic System Supervisor	24.00 hours
---------	----------	---	-------------

Please choose one the following Advanced Administration course:

Virtual	4C00073V	Avaya Proactive Contact 5.0 Advanced System Supervisor	16.00 hours
---------	----------	--	-------------

Online Test:

Online Test	5301	Avaya Proactive Contact Implementation and Maintenance Test	1.50 hours
-------------	------	---	------------

ASPS – Avaya Workforce Management (ASPS – 5302)

To earn the ASPS – 5302 - Avaya Workforce Management credential:

Training: Training for Avaya Workforce Optimization is offered directly from Verint and is designed to train experienced AWFO Field and System Engineers on the changes to the installation and configuration of AWFO V15.1 Suite (ACR and WFO). Details on available training and registration with Verint are provided per learning link reference.

Online Test:	5304	Avaya Workforce Management Implementation and Maintenance Test	1.50 hours
---------------------	------	--	------------

12.3 Avaya Product Certifications - Avaya Certified Implementation Specialist (ACIS)

ACIS – Avaya IP Office™ Contact Center (ACIS – 7750)

To earn the ACIS - 7750 - Avaya IP Office™ Contact Center credential:

Requirement: Student needs to hold the following credential

Credential	AIPS - 4000	AIPS - Avaya IP Office™ Platform credential
------------	-------------	---

Training:

Virtual	7720V	IP Office™ Platform Basic Integration and Configuration	40.00 hours
Virtual	7754V	Integrating and Basic Configuration of Avaya IP Office Contact Center	40.00 hours
Virtual	7756V	Expanded Configuration of Avaya IP Office Contact Center	40.00 hours

Exam and Online Test:

Exam	7750X	Avaya IP Office™ Contact Center Implementation and Expanded Configuration Exam	2.00 hours
Online Test	7720T	Avaya IP Office Platform Basic Integration and Configuration Test	1.50 hours

ACIS – CallPilot® (ACIS – 6303)

To earn the ACIS -6303 - Avaya CallPilot® credential:

Training:

Classroom	0329C	Avaya CallPilot 5.0 Installation and Configuration	40.00 hours
-----------	-------	--	-------------

Exam:

Exam	7303	Avaya CallPilot® Implementation Exam	1.50 hours
------	------	--------------------------------------	------------

ACIS – Avaya Communication Server 1000 for Avaya Aura® (ACIS – 6005)

To earn ACIS – 6005 - Avaya Communication Server 1000 for Avaya Aura® credential:

Please select one of the following training options in addition to the course **9U00184W - What's new with Communication Server 1000 R7.6**

Option 1: Take these courses if you are new to this product:

Web	6374W	Avaya Communication Server 1000 UCM Architecture Fundamentals	8.00 hours
Classroom	6376C	Avaya Communication Server 1000E Release 7.5 Implementation and Upgrade	40.00 hours
Classroom	0200C	Meridian 1 and Avaya CS 1000 7.5 Familiarization	16.00 hours
Classroom	6351C	Avaya Communication Server 1000 7.5 System Administration & Management	24.00 hours

Option 2: Take this course if you have had previous training or knowledge up to Release 6.0:

Classroom	9U00166I	CS 1000 Upgrade and Avaya Aura Integration Bootcamp	40.00 hours
-----------	----------	---	-------------

Option 3: Take this course if you have had previous training or knowledge up to Release 7.0:

Web	9U00184W	What's New with Communication Server 1000 Release 7.6	4.00 hours
-----	----------	---	------------

Exam:

Exam	7003	Avaya Communication Server 1000 for Avaya Aura® Implementation Exam	1.50 hours
------	------	---	------------

ACIS – Avaya Aura® Contact Center (ACIS – 6202)

To earn ACIS – 6202 - Avaya Aura® Contact Center Implementation credential:

Training:

Virtual	4C00020V	Avaya Aura® Contact Center Implementation	40.00 hours
---------	----------	---	-------------

Exam:

Exam	6210	Avaya Aura® Contact Center Implementation Exam	1.50 hours
------	------	--	------------

ACIS – Avaya Aura® Contact Center Multimedia (ACIS – 6209)

To earn the ACIS – 6209 - Avaya Aura® Contact Center Multimedia credential:

Training:

Virtual	7004V	Avaya Aura® Contact Center Multimedia Implementation	24.00 hours
---------	-------	--	-------------

Exam:

Exam	6211	Avaya Aura® Contact Center Multimedia Implementation Exam	1.50 hours
------	------	---	------------

ACIS – Avaya Aura® Call Center Elite & Call Center Elite Multichannel (ACIS - 7391)

To earn the ACIS – 7391 - Avaya Aura® Call Center Elite and Call Center Elite Multichannel credential:

Training:

Virtual	7360V	Avaya Aura® Call Center Elite and CC Elite Multichannel Implementation	40.00 hours
---------	-------	--	-------------

Exam:

Exam	7391X	Avaya Aura® Call Center Elite and Call Center Elite Multichannel Implementation Exam	1.50 hours
------	-------	--	------------

12.4 Avaya Product Certifications - Avaya Certified Support Specialist (ACSS)

ACSS – Avaya IP Office™ Platform (ACSS – 3000)

To earn the ACSS – 3000 - Avaya IP Office™ Platform credential:

Requirement: Student needs to hold the following credential

Credential	AIPS - 4000	AIPS - Avaya IP Office™ Platform credential
------------	-------------	---

Training:

Virtual	7720V	IP Office Platform Basic Integration and Configuration	40.00 hours
---------	-------	--	-------------

Virtual	7820V	Troubleshooting Methodology for Avaya Midmarket Team Engagement Solutions	40.00 hours
---------	-------	---	-------------

Exam and Online Test:

Exam	7893X	Avaya IP Office™ Platform Configuration and Maintenance Exam	1.50 hours
------	-------	--	------------

Online Test	7720T	Avaya IP Office™ Platform Basic Integration and Configuration Test	1.50 hours
-------------	-------	--	------------

ACSS – Avaya IP Office™ Contact Center (ACSS – 7894)

To earn the ACSS – 7894 - Avaya IP Office™ Contact Center credential:

Requirement: Student needs to hold the following credential

Credential	ACIS - 7750	ACIS - Avaya IP Office™ Contact Center
------------	-------------	--

Training:

Classroom	7820V	Troubleshooting Methodology for Avaya Midmarket Team Engagement Solutions	40.00 hours
-----------	-------	---	-------------

Exam:

Exam	7893X	Avaya IP Office™ Platform Configuration and Maintenance Exam	1.50 hour
------	-------	--	-----------

Exam	7750X	Avaya IP Office™ Contact Center Implementation and Expanded Configuration Exam	2 hours
------	-------	--	---------

Online Test	7720T	Avaya IP Office™ Platform Basic Integration and Configuration Test	1.50 hours
-------------	-------	--	------------

ACSS – CallPilot® (ACSS – 3205)

To earn the ACSS – 3205 - Avaya CallPilot® credential:

Requirement: Student needs to hold the following credential

Credential	ACIS - 6303	ACIS Avaya CallPilot® credential
------------	-------------	----------------------------------

Training:

Classroom	0327C	Avaya CallPilot 5.0 System Administration and Applications	40.00 hours
-----------	-------	--	-------------

Exams:

Exam	7304	Avaya CallPilot® Maintenance Exam	1.50 hours
------	------	-----------------------------------	------------

Exam	7303	Avaya CallPilot® Implementation Exam	1.50 hours
------	------	--------------------------------------	------------

ACSS – Avaya Communications Server 1000 for Avaya Aura® (ACSS – 3105)

To earn the ACSS – 3105 - Avaya Communication Server 1000 for Avaya Aura® credential:

Requirement: Student needs to hold the following credential

Credential	ACIS - 6005	ACIS Avaya Communication Server 1000 for Avaya Aura® credential
------------	-------------	---

Training:

Classroom	9U00166I	CS 1000 Upgrade and Avaya Aura Integration Bootcamp	40.00 hours
-----------	----------	---	-------------

Exams:

Exam	7004	Avaya Communication Server 1000 for Avaya Aura® Maintenance Exam	1.00 hour
------	------	--	-----------

Exam	7003	Avaya Communication Server 1000 for Avaya Aura Implementation Exam	1.50 hours
------	------	--	------------

ACSS – Avaya Modular Messaging with Avaya Message Store (ACSS – 3200)

To earn the courses the ACSS – 3200 - Avaya Aura® Messaging Store credential:

Training: Please contact the Avaya Learning Helpdesk for information

Exam and Online Tests:

Exam	3200	Avaya Modular Messaging with Avaya Message Store Implementation and Maintenance Exam	1.50 hours
Optional	ATI01139AEN	Avaya Modular Messaging Implementation for Avaya Message Store Assessment	0.50 hour
Optional	ATI01140AEN	Avaya Modular Messaging Single Server Implementation Assessment	0.50 hour

ACSS – Avaya Scopia® Solution (ACSS – 3103)

To earn the ACSS – 3103 - Avaya Scopia® Solution credential:

Training:

Virtual	5U00130V	Avaya Scopia® Solution	32.00 hours
---------	----------	------------------------	-------------

Exam:

Exam	3108	Avaya Scopia® Solution Implementation and Maintenance Exam	1.50 hours
------	------	--	------------

ACSS – Avaya Aura® Contact Center (ACSS – 3300)

To earn the ACSS – 3300 - Avaya Aura® Contact Center credential:

Requirement: Student needs to hold the following credentials

ACIS - 6202	ACIS Avaya Aura® Contact Center credential
ACIS - 6209	ACIS Avaya Aura® Contact Center Multimedia credential

Training:

Virtual	5C00030V	Avaya Aura® Contact Center Support	40.00 hours
Virtual	5C00070V	Avaya Aura® Contact Center Administration	32.00 hours
Web	2530W	Avaya Aura® Contact Center Orchestration Designer Scripting (formerly 5C00080V) (5C00080V Avaya Aura Contact Center Orchestration Designer Scripting, 40 hours, retired)	6.00 hours
Virtual	7004V	Avaya Aura® Contact Center Multimedia Implementation	24.00 hours
Virtual	4C00020V	Avaya Aura® Contact Center Implementation	40.00 hours

Exams:

Exam	3312	Avaya Aura® Contact Center Administration Exam	1.75 hours
Exam	3313	Avaya Aura® Contact Center Maintenance and Troubleshooting Exam	1.50 hours
Exam	6210	Avaya Aura® Contact Center Implementation Exam	1.50 hours
Exam	6211	Avaya Aura® Contact Center Multimedia Implementation Exam	1.50 hours

ACSS – Avaya Aura® Experience Portal with Proactive Outreach Manager (ACSS – 3305)

To earn the ACSS – 3305 - Avaya Aura® Experience Portal with Proactive Outreach Manager Implementation and Maintenance credential:			
Training:			
Virtual	5C00040V	Avaya Aura® Experience Portal with Proactive Outreach Manager	40.00 hours
Exam:			
Exam	3314	Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam	1.50 hours

ACSS – Avaya Contact Recording and Avaya Quality Monitoring (ACSS – 3308)

To earn the ACSS – 3308 - Avaya Contact Recording and Avaya Quality Monitoring credential:			
Training: Training for Avaya Workforce Optimization is offered directly from Verint and is designed to train experienced AWFO Field and System Engineers on the changes to the installation and configuration of AWFO V15.1 Suite (ACR and WFO). Details on available training and registration with Verint are provided per learning link reference.			
Training:			
Web	2536W	Avaya Contact Recording and Avaya Quality Monitoring Telephony System Configuration	6.00 hours
Exam:			
Exam	3311	Avaya Contact Recording and Avaya Quality Monitoring R15.1 Implementation and Maintenance Exam	1.50 hours

ACSS – Avaya Interaction Center and Avaya Operational Analyst (ACSS – 3310)

To earn the ACSS – 3310 - Avaya Interaction Center and Avaya Operational Analyst credential:			
Fundamental Training:			
Web	ATC01175WEN	Interaction Center and Operational Analyst Overview	1.00 hour
Training:			
Virtual	ATA01820VEN	Interaction Center Planning and Implementation	40.00 hours
Please choose 1 of the following courses:			
Classroom	ATC01171IEN	Operational Analyst Planning and Implementation	16.00 hours
Virtual	ATC01171VEN	Operational Analyst Planning and Implementation	16.00 hours
Administration Training: Please choose 1 of the following			
Classroom	ATC01176IEN	IC Administration and Configuration	24.00 hours
Virtual	ATC01176VEN	Interaction Center Administration and Configuration	24.00 hours
Exam:			
Exam	3310	Avaya Interaction Center and Avaya Operational Analyst Implementation and Maintenance Exam	1.75 hours

ACSS – Avaya Workforce Optimization Select for Midmarket (ACSS – 7850)

To earn the ACSS – 7850 - Avaya Workforce Optimization Select for Midmarket credential:

Training:

Virtual	7755V	Integrating Avaya Workforce Optimization Select	24.00 hours
Virtual	7765V	Supporting Avaya Workforce Optimization Select	16.00 hours
Web	7850W	Avaya Workforce Optimization Select for Midmarket	2.00 hours

Exam and Online Test:

Exam	7765X	Avaya Workforce Optimization Select Implementation and Support Exam	1.75 hours
Online Test	7850T	Avaya Workforce Optimization Select for Midmarket Online Test	1.50 hours

ACSS – Avaya Workforce Optimization Select for Enterprise (ACSS – 7860)

To earn the ACSS – 7860 - Avaya Workforce Optimization Select for Enterprise credential:

Training:

Virtual	7755V	Integrating Avaya Workforce Optimization Select	24.00 hours
Virtual	7765V	Supporting Avaya Workforce Optimization Select	16.00 hours
Web	7860W	Avaya Workforce Optimization Select for Enterprise	2.00 hours

Exam and Online Test:

Exam	7765X	Avaya Workforce Optimization Select Implementation and Support Exam	1.75 hours
Online Test	7860T	Avaya Workforce Optimization Select for Enterprise Online Test	1.50 hours

ACSS – Avaya Aura® Call Center Elite & Call Center Elite Multichannel (ACSS - 7491)

To earn the ACSS – 7491 - Avaya Aura® Call Center Elite and Call Center Elite Multichannel credential:

Requirement: Student needs to hold the following credential

Credential	ACIS - 7391	ACIS - Avaya Aura® Call Center Elite and CC Elite Multichannel credential
------------	-------------	---

Training:

Virtual	7360V	Avaya Aura® Call Center Elite and Call Center Elite Multichannel Implementation	40.00 hours
Virtual	2145V	Avaya Aura® Communication Manager Administration R7	40.00 hours
Virtual	7460V	Avaya Aura® Call Center Elite and Call Center Elite Multichannel Support	16.00 hours

Exams and Online Test:

Exam	7491X	Avaya Aura® Call Center Elite and Call Center Elite Multichannel Support Exam	1.50 hours
Exam	7391X	Avaya Aura® Call Center Elite and Call Center Elite Multichannel Implementation Exam	1.50 hours
Online Test	2145T	Avaya Aura® Communication Manager Administration Test	1.50 hours

12.5 Avaya Engagement Solutions Certifications - Avaya Certified Integration Specialist (ACIS)

ACIS – Avaya Midmarket Team Engagement Solutions (ACIS – 7790)

To earn the ACIS – 7790 - Avaya Midmarket Team Engagement Solutions credential:

Training:

Virtual	7720V	Avaya IP Office™ Platform Basic Integration and Configuration	40.00 hours
Virtual	7730V	Integrating Avaya Midmarket Team Engagement Core Solutions	40.00 hours
Virtual	7740V	Integrating Avaya Midmarket Team Engagement Advanced Solutions	40.00 hours

Exam and Online Tests:

Exam	7790X	Avaya Midmarket Team Engagement Solutions Integration Exam	1.75 hours
Online Test	7720T	Avaya IP Office Platform Basic Integration and Configuration Test (<i>equals AIPS - 4000 Avaya IP Office</i>)	1.50 hours
Online Test	7730T	Integrating Avaya Midmarket Team Engagement Core Solutions Test	1.50 hours

ACIS – Avaya Enterprise Team Engagement Solutions (ACIS – 7190)

To earn the ACIS – 7190 - Avaya Enterprise Team Engagement Solutions credential:

Requirements: Student needs to hold the following credentials

Credential	ACIS - 7120	ACIS – Avaya Aura® Core Components credential
Credential	ACIS - 7130	ACIS - Avaya Aura® Communication Applications credential
Credential	ACIS - 7140	ACIS - Avaya Equinox™ Solution with Aura® Collaboration Applications credential

Training:

Virtual	7120V	Integrating Avaya Aura® Core Components	40.00 hours
Virtual	7130V	Integrating Avaya Aura® Communication Applications	40.00 hours
Virtual	7140V	Integrating Avaya Equinox™ Solution with Avaya Aura® Collaboration Applications	40.00 hours

Exams:

Exam	7120X	Avaya Aura® Core Components Integration Exam	1.50 hours
Exam	7130X	Avaya Aura® Communication Applications Integration Exam	1.50 hours
Exam	7141X	Avaya Equinox™ Solution with Aura® Collaboration Applications Integration Exam	1.50 hours

ACIS – Avaya Aura® Core Components (ACIS – 7120)

To earn the ACIS – 7120 - Avaya Aura® Core Components credential:

Training:

Virtual	7120V	Integrating Avaya Aura® Core Components	40.00 hours
---------	-------	---	-------------

Exam:

Exam	7120X	Avaya Aura® Core Components Integration Exam	1.50 hours
------	-------	--	------------

ACIS – Avaya Aura® Communication Applications (ACIS – 7130)

To earn the ACIS – 7130 - Avaya Aura® Communication Applications credential:

Training:

Virtual	7130V	Integrating Avaya Aura® Communication Applications	40.00 hours
---------	-------	--	-------------

Exam:

Exam	7130X	Avaya Aura® Communication Applications Integration Exam	1.50 hours
------	-------	---	------------

ACIS – Avaya Equinox™ Solution with Avaya Aura® Collaboration Applications (ACIS – 7140)

To earn the ACIS – 7140 - Avaya Equinox™ Solution with Avaya Aura® Collaboration Applications credential:

Training:

Virtual	7140V	Integrating Avaya Equinox™ Solution with Avaya Aura® Collaboration Applications	40.00 hours
---------	-------	---	-------------

Exams:

Exam	7141X	Avaya Equinox™ Solution with Avaya Aura® Collaboration Applications Integration Exam	1.50 hours
------	-------	--	------------

ACIS – Avaya Pod Fx™ (ACIS – 7593)

To earn the ACIS – 7593 - Avaya Pod Fx™ credential:

Training:

Virtual	7593V	Implementing Avaya Pod Fx™	24.00 hours
---------	-------	----------------------------	-------------

Exam:

Exam	7593X	Avaya Pod Fx™ Integration Exam	1.75 hours
------	-------	--------------------------------	------------

ACIS – Avaya Oceana™ Solution (ACIS – 7495)

To earn the ACIS – 7495 - Avaya Oceana™ Solution credential:

Training:

Virtual	7415V	Integrating Avaya Oceana Core and Avaya Oceana™ Workspaces	40.00 hours
---------	-------	--	-------------

Exam:

Exam	7495X	Avaya Oceana™ Solution Integration Exam	1.50 hours
------	-------	---	------------

12.6 Avaya Engagement Solutions Certifications - Avaya Certified Solution Specialist (ACSS)

ACSS – Avaya Enterprise Team Engagement Solutions (ACSS – 7290)

To earn the ACSS – 7290 - Avaya Enterprise Team Engagement Solutions credential:

Requirement: Students need to hold all of the following credentials

Credential	ACSS - 7220	ACSS - Avaya Aura® Core Components credential
Credential	ACSS - 7230	ACSS - Avaya Aura® Communications Applications credential
Credential	ACSS - 7240	ACSS - Avaya Equinox™ Solution with Aura® Collaboration Applications credential

Training:

Virtual	7120V	Integrating Avaya Aura® Core Components	40.00 hours
Virtual	7130V	Integrating Avaya Aura® Communications Applications	40.00 hours
Virtual	7140V	Integrating Avaya Equinox™ Solutions with Avaya Aura® Collaboration Applications	40.00 hours
Virtual	7220V	Supporting Avaya Aura® Core Components	40.00 hours
Virtual	7230V	Supporting Avaya Aura® Communications Applications	40.00 hours
Virtual	7240V	Supporting Avaya Equinox™ Solutions with Avaya Aura® Collaboration Applications	40.00 hours

Exams:

Exam	7120X	Avaya Aura® Core Components Integration Exam	1.50 hours
Exam	7130X	Avaya Aura® Communications Applications Integration Exam	1.50 hours
Exam	7141X	Avaya Equinox™ Solution with Avaya Aura® Collaboration Applications Integration Exam	1.50 hours
Exam	7220X	Avaya Aura® Core Components Support Exam	1.75 hours
Exam	7230X	Avaya Aura® Communications Applications Support Exam	1.75 hours
Exam	7241X	Avaya Equinox™ Solution with Avaya Aura® Collaboration Applications Support Exam	1.75 hours

ACSS – Avaya Aura® Core Components (ACSS – 7220)

To earn the ACSS – 7220 - Avaya Aura® Core Components credential:

Requirement: Students need to hold the following credential

Credential	ACIS - 7120	ACIS - Avaya Aura® Core Components credential
------------	-------------	---

Training:

Virtual	7120V	Integrating Avaya Aura® Core Components	40.00 hours
Virtual	7220V	Supporting Avaya Aura® Core Components	40.00 hours

Exams:

Exam	7120X	Avaya Aura® Core Components Integration Exam	1.50 hours
Exam	7220X	Avaya Aura® Core Components Support Exam	1.75 hours

ACSS – Avaya Aura® Communication Applications (ACSS – 7230)

To earn the ACSS – 7230 Avaya Aura® Communication Applications credential:

Requirement: Student needs to hold the following credential

Credential	ACIS - 7130	ACIS - Avaya Aura® Communication Applications credential
------------	-------------	--

Training:

Virtual	7130V	Integrating Avaya Aura® Communication Applications	40.00 hours
Virtual	7230V	Supporting Avaya Aura® Communication Applications	40.00 hours

Exams:

Exam	7130X	Avaya Aura® Communication Applications Integration Exam	1.50 hours
Exam	7230X	Avaya Aura® Communication Applications Support Exam	1.75 hours

ACSS – Avaya Equinox™ Solution with Avaya Aura® Collaboration Applications (ACSS – 7240)

To earn the ACSS – 7240 Avaya Equinox™ Solution with Avaya Aura® Collaboration Applications credential:

Requirement: Student needs to hold the following credential

Credential	ACIS - 7140	ACIS - Avaya Equinox™ Solution with Avaya Aura® Collaboration Applications credential
------------	-------------	---

Training:

Virtual	7140V	Integrating Avaya Equinox™ Solution with Avaya Aura® Collaboration Applications	40.00 hours
Classroom	7240V	Supporting Avaya Equinox™ Solution with Avaya Aura® Collaboration Applications	40.00 hours

Exams:

Exam	7141X	Avaya Equinox™ Solution with Avaya Aura® Collaboration Applications Integration Exam	1.50 hours
Exam	7241X	Avaya Equinox™ Solution with Avaya Aura® Collaboration Applications Support Exam (COMING SOON)	1.75 hours

ACSS – Avaya Pod Fx™ (ACSS – 7693)

To earn the ACSS – 7693 - Avaya Pod Fx™ credential:

Requirement: Student needs to hold the following credential

Credential	ACIS - 7593	ACIS - Avaya Pod Fx™ credential
------------	-------------	---------------------------------

Training:

Virtual	7593V	Implementing Avaya Pod Fx™	24.00 hours
Virtual	7693V	Supporting Avaya Pod Fx™	24.00 hours

Exams:

Exam	7593X	Avaya Pod Fx™ Integration Exam	1.75 hours
Exam	7693X	Avaya Pod Fx™ Solution Support Exam	1.50 hours

ACSS – Avaya Oceana™ Solutions (ACSS – 7497)

To earn the ACIS – 7497 - Avaya Oceana™ Solutions credential:

Requirement: Student needs to hold the following credential

Credential	ACIS - 7495	ACIS - Avaya Oceana™ Solutions credential
------------	-------------	---

Training:

Virtual	7415V	Integrating Avaya Oceana Core and Avaya Oceana™ Workspaces	40.00 hours
Virtual	7455V	Supporting Avaya Oceana™ Solutions	24.00 hours

Exams:

Exam	7495X	Avaya Oceana™ Solution Integration Exam	1.50 hours
Exam	7497X	Avaya Oceana™ Solution Support Exam (Coming soon)	1.75 hours

ACSS – Avaya Oceanalytics™ Insights (ACSS – 7498) *(target release date October / November 2017)*

To earn the ACIS – 7497 - Avaya Oceana™ Solutions credential:

Training:

Virtual	7435V	Integrating Avaya Oceanalytics™	40.00 hours
---------	-------	---------------------------------	-------------

Exam:

Exam	7498X	Avaya Oceanalytics™ Insights Integration and Support Exam	1.75 hours
------	-------	---	------------

Appendix A - AIPS, ASPS, ACIS and ACSS Knowledge and Skills Matrices

Avaya Product Implementation Credentials (AIPS / ACIS)	Avaya Product Support Credentials (ASPS / ACSS)	Avaya Engagement Solutions Certifications (ACIS)	Avaya Engagement Solutions Certifications (ACSS)
<p>These credentials validate that the candidate has a basic-to-intermediary level of technical proficiency necessary to install and implement Avaya products.</p> <p>Qualified candidates typically have a minimum of 2 years experience in the relevant technologies and up to 1 year of experience in implementing the Avaya product. The candidate can apply knowledge and skills to:</p> <ul style="list-style-type: none"> • Demonstrate knowledge of the preparation required for the implementation • Install the product hardware and software • Configure the product for hand-off to Day 2 administration • Test, validate, and troubleshoot the implementation 	<p>These credentials validate that the candidate has an advanced level of technical proficiency necessary to deliver installation, configuration, administration, maintenance and troubleshooting support for Avaya products.</p> <p>Qualified candidates typically have a minimum of 4 years experience in the relevant technologies and up to 2 years experience in supporting the Avaya product. The candidate can apply knowledge and skills to:</p> <ul style="list-style-type: none"> • Demonstrate product architecture knowledge (components, features and functions) • Install the product hardware and software • Test, validate, and troubleshoot the implementation • Configure the product for hand-off to Day 2 administration • Administer, maintain, and troubleshoot intermediate to advanced configurations • Interpret and resolve customer technical issues related to the products and components 	<p>Certifies the candidate has achieved a level of proficiency required to integrate and implement core and complex solutions based on reference architectures from Avaya customer scenarios.</p> <p>Qualified candidates typically have a minimum of 2 years of experience in the relevant technologies and up to 1 year of experience in implementing Avaya solutions. The candidate can apply knowledge and skills to:</p> <ul style="list-style-type: none"> • Covers core - advanced skill sets and knowledge required to perform Integration and implementation tasks: <ul style="list-style-type: none"> • Install and implement core hardware and software • Integrate more complex products • Configure the software/firmware • Test and validate the integration is operational • Diagnose and address integration and implementation issues • Competency domain is focused on a core and advanced solution integrations, configurations, and implementation validation • Technical ability is tested at a level that ensures the successful integration, configuration, and support of the solution reference architectures 	<p>Certifies the successful candidate has achieved an intermediate-advanced level of proficiency required to diagnose, isolate and support multi products within an Avaya solution architecture.</p> <p>Qualified candidates typically have a minimum of 4 years of experience in the relevant technologies and up to 2 years of experience in supporting Avaya solutions. The candidate can apply knowledge and skills to:</p> <ul style="list-style-type: none"> • Covers intermediate-advanced skill sets and knowledge required to diagram call flows, administer, maintain, and support their solution architecture. • Competency domain is focused on <ul style="list-style-type: none"> • “day 2” and beyond administration • ongoing maintenance • diagnose and isolate issues in an existing solution architecture • Technical ability is tested at a level that would ensure the successful maintenance, and support of a solution architecture. The candidate is able to diagram their existing solution architecture, use basic troubleshooting tools to resolve technical issues with the implementation where resolutions to the issues may or may not be

		<ul style="list-style-type: none"> The candidate is able to resolve technical issues with the initial integration and implementation where resolutions to the issues are usually documented <p>*</p> <p>Focus on core and advanced solutions skills using Avaya products</p>	<p>documented</p> <ul style="list-style-type: none"> Assumes that the individual is knowledgeable in the integration and implementation of their solution architecture to the level of proficiency required to successfully maintain and support the product. <p>*</p> <p>Focus on core and advanced solution skills using Avaya products</p>
<ul style="list-style-type: none"> Prepare to Implement Install hardware and Software Configure the Software/Firmware Test and Validate the Implementation Diagnose Installation Problems 	<ul style="list-style-type: none"> Product Architecture Implementation of the product Administration of the product Maintenance of the product Troubleshoot the product 	<ul style="list-style-type: none"> Plan/prepare the installation of the core solution Integrate additional complex products to the core Install software Configure and license the solution Administer the system for basic functionality <p>Perform testing to validate entire architecture is operational</p>	<p>Solution Architecture - evaluate design/configuration implications and issues regarding system configurations</p> <p>Administration of the Solution Architecture - apply administration as it relates to the core and the additional complex components</p> <p>Maintenance and Troubleshooting of the Solution –</p> <ul style="list-style-type: none"> Outline the G8 Troubleshooting Methodology Diagram the call flow of the solution when an issue occurs Capture trace, sniff and product logs to use in isolating troubles Analyze data from diagram, logs and resolve issue and/or hand-off package in a maintenance ticket

Appendix B - Credential Listing and Test Requirements

The Credential Listing and Test Requirements chart has been removed and was replaced by a separate document.

Refer to [Avaya Professional Credential Program Life Cycle](#) located on the [Credential Program Information Links](#) page under **Credential Support** documents.

(End of document)