

# 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)



15 April 2016

## 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 15 April 2016 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](http://www.avaya-learning.com).

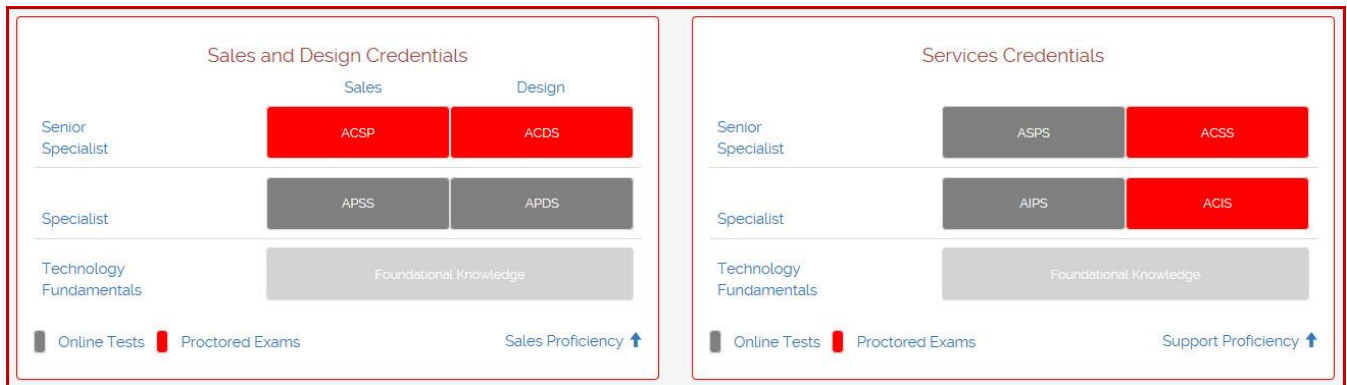
- Avaya Services Credential availability
- Test Preparation and Foundational Knowledge
- Certification Learning Partners
- Credential Program Policies and Procedures
- Information on the Avaya Credential Management System which allows credential holders to access their credential transcripts, download 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) NEW .....	8
8.	Avaya Certified Solution Specialist (ACSS) NEW .....	8
9.	Credential Portfolio Overview.....	9
10.	Service Credential Testing Scenarios .....	11
11.	Service Credentials Plan-of-Record .....	12
12.	Preparing For and Scheduling Avaya Online Tests and Proctored Exams .....	14
13.	Service Credential Core Training Course Curriculum Maps .....	16
13.1	Avaya Product Professional Certifications - Avaya Implementation Professional Specialist (AIPS) .....	18
13.2	Avaya Product Professional Certifications - Avaya Support Professional Specialist (ASPS) .....	20
13.3	Avaya Product Certifications - Avaya Certified Implementation Specialist (ACIS).....	27
13.4	Avaya Product Certifications - Avaya Certified Support Specialist (ACSS) .....	29
13.5	Avaya Engagement Solutions Certifications - Avaya Certified Integration Specialist (ACIS) NEW .....	36
13.6	Avaya Engagement Solutions Certifications - Avaya Certified Solution Specialist (ACSS) NEW.....	37
	Appendix A - AIPS, ASPS, ACIS and ACSS Knowledge and Skills Matrices.....	39
	Appendix B - Credential Listing and Test Requirements.....	40

## 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 Certified Sales Professional (ACSP)

#### 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 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

Certification credentials use a blend of non-proctored online tests delivered via the Avaya Learning Center and proctored exams delivered through Pearson VUE Test Centers. Professional Specialist credentials use non-proctored online tests delivered via the Avaya Learning Center.



Avaya Learning announced 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. Refer to article [Avaya Services Credentials Now Focus on Avaya Engagement Solutions](#) for details. 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) NEW**

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) NEW**

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 Integration and Solution Support Specialist Certifications are in alignment with Avaya's new era of Avaya Engagement Solutions. The below table lists available Avaya Engagement Certifications first, followed by product specific Avaya Certifications and Avaya Professional Specialist Credentials.

**Services Credentials by Solution Track**  
**As of 15 April 2016**

ACIS	ACSS
Avaya Engagement Solutions Certifications	Avaya Engagement Solutions Certifications
Avaya Certified Integration Specialist <b>New</b>	Avaya Certified Solution Specialist <b>New</b>
Avaya Midmarket Team Engagement Solutions <b>New</b>	Avaya Midmarket Team Engagement Solutions <b>New</b>
Avaya Enterprise Team Engagement Solutions <b>New</b>	Avaya Enterprise Team Engagement Solutions <b>New</b>
Avaya Fabric Networking Solutions <b>New</b>	Avaya Fabric Networking Solutions <b>New</b>
Avaya Product Certifications	Avaya Product Certifications
Avaya Certified Implementation Specialist	Avaya Certified Support Specialist
Avaya Aura® Communication Manager and CM Messaging - Embedded (R6.X)	Avaya IP Office™ Platform
Avaya CallPilot®	Avaya IP Office™ Contact Center
Avaya Communication Server 1000 for Avaya Aura®	
	Avaya Aura® Communication Manager and CM Messaging - Embedded
Avaya Aura® Contact Center	Avaya Aura® Conferencing
Avaya Aura® Contact Center CCT and Multimedia	Avaya Aura® Messaging
	Avaya Aura® Session Manager and System Manager
	Avaya CallPilot®
	Avaya Communication Server 1000 for Avaya Aura®
	Avaya Modular Messaging with Avaya Message Store
	Avaya Scopia® Solution
	Avaya Session Border Controller Enterprise
	Avaya Aura® Call Center Elite
	Avaya Aura® Contact Center
	Avaya Aura® Experience Portal with Proactive Outreach Manager
	Avaya Contact Recording and Avaya Quality Monitoring
	Avaya Interaction Center and Operational Analyst

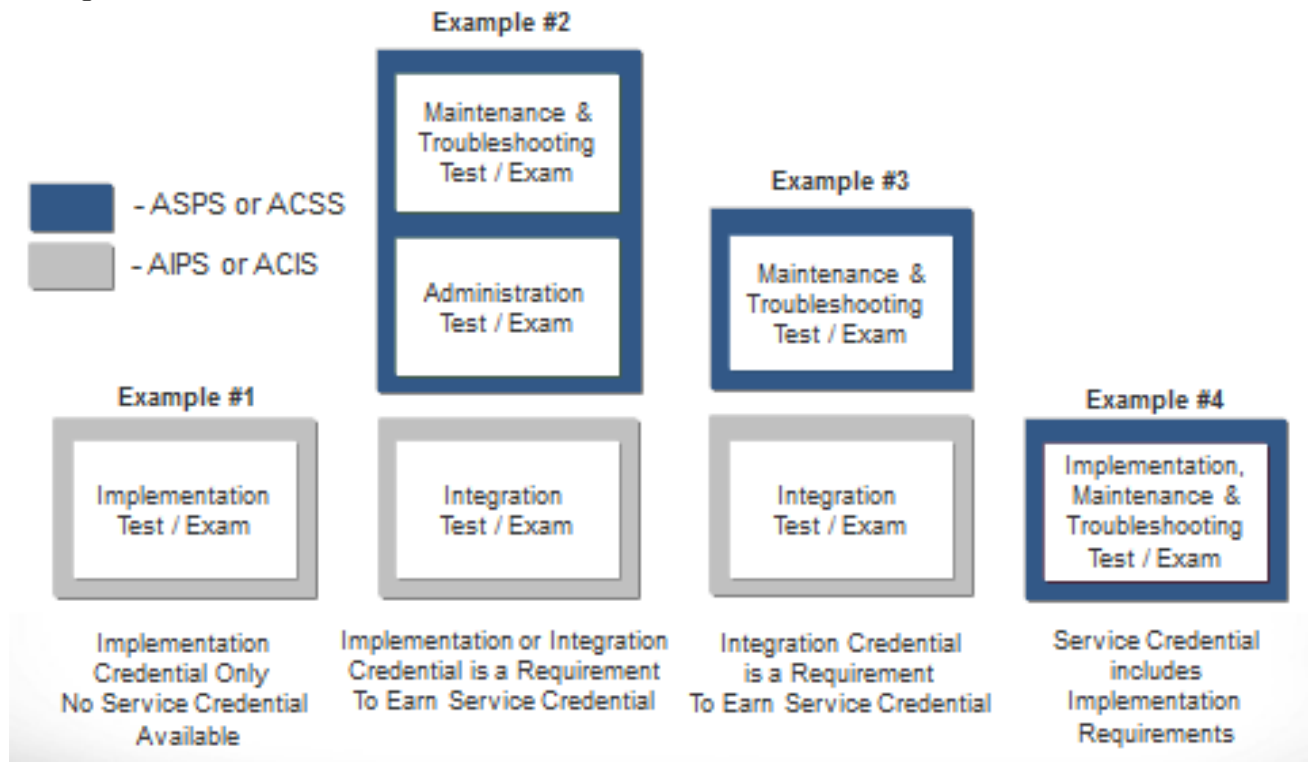
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## Avaya Professional Specialist Credentials Continued

AIPS	ASPS
<b>Avaya Product Professional Credentials</b>	<b>Avaya Product Professional Credentials</b>
<b>Avaya Implementation Professional Specialist</b>	<b>Avaya Support Professional Specialist</b>
Avaya IP Office™ Platform	Avaya Contact Center Select
Avaya Agile Communication Environment Core	Avaya ANAV <b>New</b>
Avaya Application Enablement Services	Avaya Aura® Collaboration Environment
Avaya Aura® Application Server 5300 R3	Avaya Aura® Presence Services
Avaya Aura® Call Center Elite Multichannel	Avaya IP Office™ Deployed as a Branch
	Avaya Hospitality Messaging Server 400
	Avaya Message Networking
	Avaya Modular Messaging for Microsoft Exchange
	Avaya UC Soft Clients
	Avaya one-X® Speech
	Avaya Scopia® Endpoints
	Avaya Call Management System
	Avaya Control Manager
	Avaya Proactive Contact
	Avaya Workforce Management

## 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. Service Credentials Plan-of-Record

Following is the status of Avaya Service Credentials as of 15 April 2016. It reflects credential curriculum maps available, planned, and/or retiring.

### Credential Curriculum Maps

	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	Available
Avaya Enterprise Team Engagement Solutions	N/A	N/A	N/A	N/A	Available	Available
Avaya Fabric Networking Solutions	N/A	N/A	N/A	N/A	Available	Available
Avaya Product Certifications						
Avaya Midmarket Communications	N/A	N/A	N/A	Available	N/A	N/A
Avaya IP Office™ Contact Center	N/A	N/A	N/A	Available	N/A	N/A
Avaya Aura® Communication Manager and CM Messaging - Embedded (R6.x)	N/A	N/A	Available	Available	N/A	N/A
Avaya Aura® Conferencing (R7.x)	N/A	N/A	N/A	Available	N/A	N/A
Avaya Aura® Messaging	N/A	N/A	N/A	Available	N/A	N/A
Avaya Aura® Session Manager and System Manager	N/A	N/A	N/A	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 Session Border Controller Enterprise	N/A	N/A	N/A	Available	N/A	N/A
Avaya Aura® Call Center Elite	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

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### Credential Curriculum Maps Continued

	<b>AIPS</b>	<b>ASPS</b>	<b>ACIS</b>	<b>ACSS</b>	<b>ACIS</b>	<b>ACSS</b>
<b>Avaya Product Professional Credentials</b>	<b>Avaya Implementation Professional Specialist</b>	<b>Avaya Support Professional Specialist</b>	<b>Avaya Certified Implementation Specialist</b>	<b>Avaya Certified Support Specialist</b>	<b>Avaya Certified Integration Specialist</b>	<b>Avaya Certified Solution Specialist</b>
Avaya IP Office™ Platform	Available	N/A	N/A	N/A	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 Application Enablement Services	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 Aura® Collaboration Environment	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 Aura® Presense Services	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 Aura® Call Center Elite Multichannel	Available	N/A	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 UC Soft Clients	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

### Credential Curriculum Maps

Please note that as the Avaya Professional Credential Program evolves, information on changes is posted to regular communication platforms (IE: Avaya Learning Center, Avaya Connect Program portal, Avaya Sales portal) and distributed through standard communication channels.

Details on individual Service Credential test/exam requirements, including core training course curriculum maps are available in Section 13.

## 12. Preparing For and Scheduling Avaya Online Tests and Proctored Exams

### Preparing for Avaya Online Tests and Proctored Exams

Visit the Avaya Learning Center at [www.avaya-learning.com](http://www.avaya-learning.com) and use the “Catalog Search” functionality by either searching for “Curriculum/Credential” or “Search by Course Code”.

The Avaya Professional Credential Program landing page (click on “Credential Program” on left hand navigation bar) provides additional information around available credentials, 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 requires 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**  
Submit a request to the Support team at <https://partner-itss.avaya.com>

[Avaya Learning Center - Access via Secure Sign-on \(SSO\) Information](#)

To register for an Avaya online test, log in to [www.avaya-learning.com](http://www.avaya-learning.com)

**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](http://www.pearsonvue.com/avaya) to see currently available Avaya exams, regional exam pricing and register for a proctored exam session.



## 13. Service Credential Core Training Course Curriculum Maps

### Section 13 Table of Contents

	AIPS	ASPS	ACIS	ACSS	ACIS	ACSS
Avaya Product Professional Credentials	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 IP Office™ Platform	Page 18	N/A	N/A	N/A	N/A	N/A
Avaya Contact Center Select	N/A	Page 20	N/A	N/A	N/A	N/A
Avaya Agile Communication Environment Core	Page 19	N/A	N/A	N/A	N/A	N/A
Avaya Application Enablement Services	Page 19	N/A	N/A	N/A	N/A	N/A
Avaya ANAV	N/A	Page 21	N/A	N/A	N/A	N/A
Avaya Aura® Collaboration Environment	N/A	Page 21	N/A	N/A	N/A	N/A
Avaya Aura® Application Server 5300 R3	Page 19	N/A	N/A	N/A	N/A	N/A
Avaya Hospitality Messaging Server 400	N/A	Page 23	N/A	N/A	N/A	N/A
Avaya Message Networking	N/A	Page 23	N/A	N/A	N/A	N/A
Avaya one-X® Speech	N/A	Page 24	N/A	N/A	N/A	N/A
Avaya Aura® Presense Services	N/A	Page 22	N/A	N/A	N/A	N/A
Avaya IP Office™ Deployed as a Branch	N/A	Page 21	N/A	N/A	N/A	N/A
Avaya Aura® Call Center Elite Multichannel	Page 20	N/A	N/A	N/A	N/A	N/A
Avaya Modular Messaging with Microsoft Exchange	N/A	Page 23	N/A	N/A	N/A	N/A
Avaya UC Soft Clients	N/A	Page 21-22	N/A	N/A	N/A	N/A
Avaya Scopia® Endpoints	N/A	Page 22	N/A	N/A	N/A	N/A
Avaya Call Management System	N/A	Page 24	N/A	N/A	N/A	N/A
Avaya Control Manager	N/A	Page 25	N/A	N/A	N/A	N/A
Avaya Proactive Contact	N/A	Page 24-25	N/A	N/A	N/A	N/A
Avaya Workforce Management	N/A	Page 26	N/A	N/A	N/A	N/A

(Continued on Next Page)

## Section 13 Table of Contents (continued)

	<b>AIPS</b> Avaya Implementation Professional Specialist	<b>ASPS</b> Avaya Support Professional Specialist	<b>ACIS</b> Avaya Certified Implementation Specialist	<b>ACSS</b> Avaya Certified Support Specialist	<b>ACIS</b> Avaya Certified Integration Specialist	<b>ACSS</b> Avaya Certified Solution Specialist
<b>Avaya Engagement Solutions Certifications</b>						
Avaya Midmarket Team Engagement Solutions	N/A	N/A	N/A	N/A	Page 36	Page 37
Avaya Enterprise Team Engagement Solutions	N/A	N/A	N/A	N/A	Page 37	Page 38
Avaya Fabric Networking Solutions	N/A	N/A	N/A	N/A	Page 37	Page 38
<b>Avaya Product Certifications</b>						
Avaya IP Office™ Platform	N/A	N/A	N/A	Page 29	N/A	N/A
Avaya IP Office™ Contact Center	N/A	N/A	N/A	Page 29-30	N/A	N/A
Avaya Aura® Communication Manager and CM Messaging - Embedded (R6.x)	N/A	N/A	Page 27	Page 30	N/A	N/A
Avaya Aura® Conferencing (R7.x)	N/A	N/A	N/A	Page 30	N/A	N/A
Avaya Aura® Messaging	N/A	N/A	N/A	Page 31	N/A	N/A
Avaya Aura® Session Manager and System Manager	N/A	N/A	N/A	Page 31	N/A	N/A
Avaya CallPilot®	N/A	N/A	Page 27	Page 31	N/A	N/A
Avaya Communication Server 1000 for Avaya Aura®	N/A	N/A	Page 27-28	Page 32	N/A	N/A
Avaya Modular Messaging with Avaya Message Store	N/A	N/A	N/A	Page 32	N/A	N/A
Avaya Scopia® Solution	N/A	N/A	N/A	Page 33	N/A	N/A
Avaya Session Boarder Controller Enterprise	N/A	N/A	N/A	Page 32	N/A	N/A
Avaya Aura® Call Center Elite	N/A	N/A	N/A	Page 34	N/A	N/A
Avaya Aura® Contact Center	N/A	N/A	Page 28	Page 33	N/A	N/A
Avaya Aura® Experience Portal with Proactive Outreach	N/A	N/A	N/A	Page 34	N/A	N/A
Avaya Aura® Contact Center CCT and Multimedia	N/A	N/A	Page 28	N/A	N/A	N/A
Avaya Aura® Contact Recording and Avaya Aura® Quality Monitoring	N/A	N/A	N/A	Page 35	N/A	N/A
Avaya Interaction Center/Operational Analyst	N/A	N/A	N/A	Page 36	N/A	N/A

Following is a view of the core training course Curriculum Maps for Avaya Support Credentials as of 15 April 2016. Maintaining Your Competency courses and What's New courses are not listed in this guide.

For the most current information on the Avaya Service Credential Curriculum Maps including Foundational Knowledge and Supplemental Learning options visit the Avaya Learning Center [www.avaya-learning.com](http://www.avaya-learning.com).

**For questions about the Avaya Professional Credential Program and scheduling training please contact the Avaya Learning Helpdesk.**

- **Avaya Learning Help Desk Call Center**  
Call 866 Avaya 54 or 866 282 9254 [North American Region]
- **Avaya Learning Help Desk Website**  
Submit a request to the Support team at <https://partner-itss.avaya.com>

## 13.1 Avaya Product Professional Certifications - Avaya Implementation Professional Specialist (AIPS)

### AIPS - Avaya IP Office™ Platform (AIPS - 4000)

To earn the AIPS - Avaya IP Office™ Platform Credential:

Please choose one of the following two options:

#### OPTION 1

Avaya Virtual Campus Offering Path:

On Demand	10S00005E	Knowledge Access: Avaya IP Office™ Platform Implementation	56.00 hours
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Traditional Training Path:

V-Classroom	10S00005V	Avaya IP Office™ Platform Technical Basic Implementation Workshop	40.00 hours
Classroom	10S00005I	Avaya IP Office™ Platform Technical Basic Implementation Workshop	40.00 hours

Online Tests:

Online Test	4001	Avaya IP Office™ Platform Implementation Test	Retires June 30 2016	1.50 hours
Online Test	4001DEU	Avaya IP Office™ Platform Implementation Test (German)	Retires June 30 2016	1.50 hours
Online Test	4001FRA	Avaya IP Office™ Platform Implementation Test (French)	Retires June 30 2016	1.50 hours
Online Test	4001ESN	Avaya IP Office™ Platform Implementation Test (Spanish)	Retires June 30 2016	1.50 hours
Online Test	4001ITA	Avaya IP Office™ Platform Implementation Test (Italian)	Retires June 30 2016	1.50 hours
Online Test	4001NLD	Avaya IP Office™ Platform Implementation Test (Dutch)	Retires June 30 2016	1.50 hours
Online Test	4001PLK	Avaya IP Office™ Platform Implementation Test (Polish)	Retires June 30 2016	1.50 hours
Online Test	4001RUS	Avaya IP Office™ Platform Implementation Test (Russian)	Retires June 30 2016	1.50 hours
Online Test	4001TRK	Avaya IP Office™ Platform Implementation Test (Turkish)	Retires June 30 2016	1.50 hours

#### OPTION 2

Traditional Training Path:

Classroom	7720C	Avaya IP Office™ Platform Basic Integration and Configuration	40.0 hours
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Online Tests:

Online Test	7720T	Avaya IP Office™ Platform Basic Integration and Configuration Test	1.50 hours
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### AIPS – Avaya Agile Communication Environment™ Core (AIPS - 4103)

**To earn the AIPS – Avaya Agile Communication Environment™ Core credential:**

Virtual Campus Path

On Demand	10U00010E Knowledge Access: Avaya Agile Communication Environment™ Core Implementation	14.50 hours
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Or

On Demand	0U00110E Knowledge Collection Access: Avaya Unified Communication Core Implementation	144.50 hours
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Online Tests:

Online Test	4103	Avaya Agile Communication Environment™ Core Implementation Test	1.00 hours
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### AIPS - Application Enablement Services (AES) (AIPS - 4100)

**To earn the AIPS - Application Enablement Services (AES) credential:**

Virtual Campus Path:

On Demand	10U00030E: Knowledge Access: Avaya Aura® Application Enablement Services Implementation	13.50 hours
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Or

On Demand	0U00110E Knowledge Collection Access: Avaya Unified Communication Core Implementation	144.50 hours
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Online Tests:

Online Test	4100	Avaya Aura® Application Enablement Services Implementation Test	2.00 hours
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### AIPS - Avaya Aura® Application Server 5300 R3 (AIPS - 4102)

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

Prerequisite	5400	ASPS Avaya Stackable ERS and VSP Credential
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**Courses:**

Custom Administration Bundle includes tests 6584J and 6585J that are required for the credential. Please contact Avaya Gov for pricing and registration.

Classroom	0U00137I	AS5300 Custom Administration Bundle	64.00 hours
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Classroom	0U00120I	Avaya Aura® Application Server 5300 R3 Implementation and Commissioning	80.00 hours
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Classroom	0U00121I	Avaya Aura® Application Server 5300 R2 to R3 Upgrade	32.00 hours
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Online test	0U00122A	Avaya Aura® application Server 5300 R3 Implementation Assessment	1.5 hours
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#### **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
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Classroom	0U00130I	Avaya Aura® Application Server (AS5300) System Administration – 1	40.00 hours
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Classroom	0U00131I	Avaya Aura® Application Server (AS5300) System Administration – 2	16.00 hours
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### AIPS - Avaya Aura® Call Center Elite Multichannel (AIPS - 4302)

**Fundamental skills and capabilities to maximize the value of this curriculum and improve preparation for the associated online tests:**

Web	5C00092W	Avaya Aura® Call Center Elite Multichannel Overview	4.00 hours
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**To earn the AIPS Avaya Aura® Call Center Elite Multichannel Implementation credential:**

Virtual Campus Path: Choose one of the following:

On Demand	10C00010E	Knowledge Access: Avaya Aura® Call Center Elite Multichannel Implementation and Maintenance	33.5 hours
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OR

Traditional Training Path:

V-Classroom	10C00094V	Avaya Aura® Call Center Elite Multichannel Implementation and Maintenance	40.00 hours
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Online Test	4302	Avaya Aura® Call Center Elite Multichannel Implementation Test	1.50 hours
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For training on this product as well as Avaya Aura® Call Center Elite and Avaya Call Management System:

On Demand	0C00060E	Knowledge Collection Access: Avaya Aura® Call Center Elite Portfolio	180.5 hours
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## 13.2 Avaya Product Professional Certifications - Avaya Support Professional Specialist (ASPS)

### ASPS – Avaya Contact Center Select (ASPS - 5000)

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

**Requirement #1: Hold one of the following three credentials:**

ACSS	3000	Avaya Midmarket Communications
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AIPS	4000	Avaya IP Office™ Platform
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OR

ACIS	6402	SME Communications (Retired Credential. Current Credential holders will be recognized)
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**Requirement #2: Pass the Online Test #5000:**

Online Test	5000	Avaya Contact Center Select Implementation and Maintenance Test	1.50 hours
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Virtual Campus: Choose one of the following to prepare for the Online Test #5000:

On Demand	8S00020E	Knowledge Access: Avaya Contact Center Select Implementation and Support	33.75 hours
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Traditional Training:

Classroom	8S00020I	Fast Track: Avaya Contact Center Select Implementations and Support	40.0 hours
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**For Avaya Contact Center Select administration training:**

On Demand	0S00200E	Knowledge Access: Avaya Contact Center Select – Administration	34.0 hours
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### ASPS - Avaya ANAV (ASPS – 5305) **NEW**

#### To earn the ASPS - Avaya ANAV credential:

Virtual	2517V	Avaya ANAV Implementation and Maintenance	24.0 hours
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#### Online Tests:

Online Test	5305	Avaya ANAV Implementation and Maintenance Test	1.50 hours
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### ASPS - Avaya Aura® Collaboration Environment (ASPS – 5105)

#### To earn the ASPS - Avaya Aura® Collaboration Environment credential:

#### Virtual Campus Path

On Demand	8U00040E	Knowledge Access: ASPS - Avaya Aura® Collaboration Environment Implementation and Support	5.75 hours
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#### Online Tests:

Online Test	5105	Avaya Aura® Collaboration Environment Implementation and Maintenance Test	1.50 hours
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### ASPS - Avaya IP Office™ Deployed as a Branch (ASPS – 5103)

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

#### Foundational Knowledge

On-Demand	4U00040E	Knowledge Access: Avaya Aura® Session Manager and System Manager Implementation	40 hours
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On-Demand	5U00050E:	Knowledge Access: Avaya Aura® Session Manager and System Manager Support	47 hours
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#### Virtual Campus Path:

On Demand	8U00020E	Knowledge Access: Avaya IP Office™ Deployed as a Branch Implementation and Support	23.50 hours
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Or

On Demand	5U00160E	Knowledge Collection Access: Avaya Unified Communications Core Support	176.00 hours
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#### Online Tests:

Online Test	5103	Avaya IP Office™ Deployed as a Branch Implementation and Maintenance Test	1.50 hour
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### ASPS - Avaya UC Soft Clients (ASPS – 5104)

#### To earn the ASPS - Avaya UC Soft Clients credential:

#### Please choose one of the following paths:

#### Virtual Campus Path:

On Demand	5U00150E:	Knowledge Access: Avaya UC Soft Clients Implementation and Support	25.00 hours
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On Demand	8U00030O	What's New in Avaya Multimedia Messaging 2.1, Avaya Communicator for Android 2.1 and Avaya Communicator for Windows 2.1	4.00 hours
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#### Traditional Training Path

#### Continued on Page 22

**ASPS - Avaya UC Soft Clients (ASPS – 5104) Continued from page 21**

Classroom	9U01002I	Fast Track: Avaya Aura® Presence and Avaya UC Soft Clients Implementation, Administration, and Support	40.0 hours
V-Classroom	9U01002V	Fast Track: Avaya Aura® Presence and Avaya UC Soft Clients Implementation, Administration, and Support	40.0 hours
<u>Online Tests:</u>			
Online Test	5106	Avaya UC Soft Clients Implementation and Maintenance Test	1.50 hours

**ASPS - Avaya Scopia® Endpoints (ASPS – 5102)**

**To earn the ASPS - Avaya Scopia® Endpoints credential:**

Virtual Campus Path:

On Demand	2U00130E	Knowledge Access: Avaya Scopia® Solution and Endpoints	28.50 hours
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Online Tests:

Online Test	5102	Avaya Scopia® Endpoints Implementation and Maintenance Test	1.50 hours
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**ASPS - Avaya Aura® Presence Services (ASPS - 5100)**

**Fundamental skills and capabilities to maximize the value of this curriculum and improve preparation for the associated exams:**

On Demand	1A00234E	Knowledge Access: Avaya Aura® Fundamental Technology	13.00 hours
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**To earn the ASPS - 5100 Avaya Aura® Presence Services credential:**

**Please choose one of the following:**

Courses:

On Demand	8U00170E	Knowledge Access: Avaya Aura® Presence Services Implement and Support	13.00 hours
On Demand	0U00110E	Knowledge Collection Access: Avaya Unified Communication Core Implementation	144.50 hours
On Demand	5U00160E	Knowledge Collection Access: Avaya Unified Communication Core Support	176.00 hours

Traditional Training Path

Classroom	9U01002I	Fast Track: Avaya Aura® Presence and Avaya UC Soft Clients Implementation, Administration, and Support	40.0 hours
V-Classroom	9U01002V	Fast Track: Avaya Aura® Presence and Avaya UC Soft Clients Implementation, Administration, and Support	40.0 hours

Online Tests:

Online Test	5100	Avaya Aura® Presence Services Implementation and Maintenance Test	1.50 hours
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### ASPS - Avaya Hospitality Messaging Server 400 (ASPS – 5203)

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

Courses:

On Demand	0M00135O	Hospitality Messaging Server 400 Implementation, Administration, and Maintenance	5.00 hours
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Online Tests:

Online Test	0M00135A	Hospitality Messaging Server 400 Implementation, Administration, and Maintenance Assessment	1.00 hour
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### ASPS - Avaya Message Networking (ASPS - 5200)

**To earn the ASPS - Avaya Message Networking credential:**

Courses:

Classroom	ATI02046IEN	Avaya Messaging Networking Implementation	16.00 hours
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Online Tests:

Online Test	ATI02046AEN	Avaya Message Networking Implementation and Maintenance Assessment	1.00 hour
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Fundamental skills and capabilities to maximize the value of this curriculum and improve preparation for the associated Online Tests:

Classroom	ATI01139IEN	Avaya Modular Messaging Implementation for Avaya Message Store	24.00 hours
Assessment	ATI01139AEN	Avaya Modular Messaging Implementation for Avaya Message Store Assessment	0.50 hour

### ASPS - Avaya Modular Messaging with Microsoft Exchange (ASPS - 5201)

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

Courses:

Web	AVA01096WEN	Avaya Modular Messaging 4.0 Administration for Microsoft Exchange	4.00 hours
Online	AVA01097AEN	Avaya Modular Messaging 4.0 Implementation for Microsoft Exchange (Assessment)	1.00 hour

Online Tests:

Online Test	5201	Avaya Modular Messaging for Microsoft Exchange Implementation and Maintenance Test	1.50 hours
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Fundamental skills and capabilities to maximize the value of this curriculum and improve preparation for the associated online tests:

Classroom	1M00100I	Avaya Modular Messaging Caller Applications	16.00 hours
Assessment	1M00100A	Avaya Modular Messaging Caller Applications Assessment	1.50 hours

### ASPS - Avaya Call Management System (ASPS - 5303)

**To earn the ASPS - Avaya Call Management System credential:**

Virtual Campus Path:

On Demand	8C00020E	Knowledge Access: Avaya Call Management System Implementation and Maintenance	6.5 hours
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OR

Traditional Training Path:

V-Classroom	ATI00684VEN	Avaya Call Management System Installation & Maintenance	16.00 hours
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Classroom	ATI00685IEN	Avaya Call Management System Installation & Maintenance	16.00 hours
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**Online Tests:**

Online Test	5303	Avaya Call Management System Implementation and Maintenance Test	1.50 hours
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For training on this product as well as Avaya Aura® Call Center Elite and Avaya Call Center Elite Multichannel:

On Demand	0C00060E	Knowledge Collection Access: Avaya Aura® Call Center Elite Portfolio	183.50 hours
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For training on reports:

V-Classroom	0C00080V	Customizing CMS Reports Workshop	16.00 hours
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Classroom	AVA00401H00	Customizing CMS Reports Workshop	16.00 hours
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### ASPS - Avaya one-X® Speech (ASPS - 5202)

**To earn the ASPS - Avaya one-X® Speech credential**

Courses:

Classroom	ATI02056IEN	one-X Speech Implementation	16.00 hours
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Online Tests:

Online Test	ATI02056AEN	Avaya one-X® Speech Implementation and Maintenance Assessment	1.00 hour
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### ASPS - Avaya Proactive Contact (ASPS - 5301)

**To earn the ASPS - Avaya Proactive Contact credential:**

Please choose one of the following Implementation, Maintenance, Troubleshooting courses:

Classroom	ATA00781IEN	Avaya Proactive Contact 5.0 Implementation & Configuration	40.00 hours
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V-Classroom	ATA00781VEN	Avaya Proactive Contact 5.0 Implementation & Configuration	40.00 hours
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Please choose one of the following Administration courses:

V-Classroom	4C00072V	Avaya Proactive Contact 5.0 Basic System Supervisor	24.00 hours
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Classroom	AVA00989H00	Avaya Proactive Contact 5.0 Basic System Supervisor	24.00 hours
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**Continued on page 25**

**ASPS - Avaya Proactive Contact (ASPS - 5301) Continued from page 24**

Please choose one of the following Avaya Aura Proactive Contact courses:			
V-Classroom	4C00073V	Avaya Proactive Contact 5.0 Advanced System Supervisor	16.00 hours
Classroom	AVA00990H00	Avaya Proactive Contact 5.0 Advanced System Supervisor	16.00 hours
Online Tests:			
Online Test	5301	Avaya Proactive Contact Implementation and Maintenance Test	1.50 hour

**ASPS - Avaya Control Manager (ASPS - 5300)**
**To earn the ASPS - Avaya Control Manager Credential:**

For Virtual Campus Training: Choose one of the following:

On Demand	0C00060E	Knowledge Collection Access: Avaya Aura® Call Center Elite Portfolio	180.5 hours
On Demand	0C00070E	Knowledge Collection Access: Avaya Aura® Contact Center Portfolio	225.50 hours
On Demand	8C00010E	Knowledge Access: Avaya Control Manager	50.50 hours

Administration Courses: Select one of the following:

(Note: The contents of 8C00110E is also included in the 8C00010E above)

On Demand	8C00110E	Knowledge Access: Avaya Control Manager for Administrators	26.00 hours
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For Traditional Training: Choose one of the following:

Implementation and Maintenance

Classroom	7090C	Avaya Control Manager Implementation	40.0 hours
V-Classroom	7090V	Avaya Control Manager Implementation	40.0 hours

Administration:

Classroom	7091C	Avaya Control Manager Administration	24.0 hours
V-Classroom	7091V	Avaya Control Manager Administration	24.0 hours

Online Tests:

Online Test	5300	Avaya Control Manager Implementation and Maintenance Test	1.50 hours
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## ASPS - Avaya Workforce Management (ASPS – 5302)

To earn the ASPS - Avaya Workforce Management credential:

Please choose one of the following two options:

### **OPTION 1** New curriculum as of April 1, 2016

Choose one of the following Framework courses:

Classroom	5C00641I	Avaya Framework Installation and Configuration for Avaya Aura® Workforce Optimization	16.00 hours
V-Classroom	5C00641V	Avaya Framework Installation and Configuration for Avaya Aura® Workforce Optimization	16.00 hours

Choose one of the following Workforce Management courses:

Classroom	5C00643I	Avaya Workforce Management Configuration	16.00 hours
V-Classroom	5C00643V	Avaya Workforce Management Configuration	16.00 hours
Web	2030W	What Is New With Avaya Workforce Optimization	2.00 hours

Online Test – Option 1

Online Test	5304	Avaya Workforce Management Implementation and Maintenance Test	1.50 hours
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### **OPTION 2** Curriculum retires May 31, 2016

Choose one of the following Framework courses:

Classroom	5C00641I	Avaya Framework Installation and Configuration for Avaya Aura® Workforce Optimization	16.00 hours
V-Classroom	5C00641V	Avaya Framework Installation and Configuration for Avaya Aura® Workforce Optimization	16.00 hours

Choose one of the following Workforce Management courses:

Classroom	5C00643I	Avaya Workforce Management Configuration	16.00 hours
V-Classroom	5C00643V	Avaya Workforce Management Configuration	16.00 hours

Online Test – Option 2

Online Test	5302	Avaya Workforce Management Implementation and Maintenance Test	1.50 hours
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### 13.3 Avaya Product Certifications - Avaya Certified Implementation Specialist (ACIS)

#### ACIS - CallPilot® (ACIS - 6303)

**To earn the 7303 ACIS -Avaya CallPilot® credential:**

Classroom	0329C	Avaya CallPilot 5.0 Installation and Configuration	40.0 hours
Exam	7303	Avaya CallPilot® Implementation Exam	1.50 hours

#### ACIS - Avaya Aura® Communication Manager and CM Messaging – Embedded (R6.x) (ACIS - 6002)

**Fundamental skills and capabilities to maximize the value of this curriculum and improve preparation for associated exams:**

On Demand	1A00234E	Knowledge Access: Avaya Aura® Fundamental Technology	13.00 hours
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**To earn the ACIS - 6002 - Avaya Aura® Communication Manager and CM Messaging - Embedded (R6.x) credential:**

Avaya Aura® Communication Manager Implementation - Please choose one of the following:

##### Virtual Campus Training:

Please choose one of the following:

On Demand	4U00030E	Knowledge Access: Avaya Aura® Communication Manager and CM Messaging Embedded Implementation	50.00 hours
On Demand	0U00110E	Knowledge Collection Access: Avaya Unified Communication Core Implementation	144.50 hours

##### Traditional Training: Please choose one of the following:

Classroom	4U00030I	Avaya Aura® Communication Manager and CM Messaging – Embedded Implementation	40.0 Hours
V-Classroom	4U00030V	Avaya Aura® Communication Manager and CM Messaging – Embedded Implementation	40.0 Hours
Classroom	9U01000I	Fast Track: Avaya Aura® Communication Manager and CM Messaging – Embedded Administration and Implementation	80.0 Hours
Exam	6002	Avaya Aura Communication Manager and CM Messaging (R6.0) Implementation Exam	2.00 hours

#### ACIS – Avaya Communications Server 1000 for Avaya Aura® (ACIS - 6005)

**To earn 7003 ACIS - Avaya Communication Server 1000 for Avaya Aura® credential please select one of the options below plus \*What's New with Avaya Communication Server 1000 for Release 7.6:**

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	6515C	Avaya Communication Server 1000 7.5 System Administration & Management	24.00 hours

**Continued on page 28**

### ACIS – Avaya Communications Server 1000 for Avaya Aura® (ACIS - 6005) Continued from page 27

<u>Option 2:</u> 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
<u>Option 3:</u> 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	7003	Avaya Communication Server 1000 for Avaya Aura® Implementation Exam	1.50 hours

### ACIS - Avaya Aura® Contact Center (ACIS - 6202)

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

Virtual Campus Offering Path: Choose one of the following:

On Demand	0C00070E	Knowledge Collection Access: Avaya Aura® Contact Center Portfolio	228.50 hours
On Demand	4C00020E	Knowledge Access: Avaya Aura® Contact Center Implementation	37.00 hours
Exam	6202	Avaya Aura® Contact Center Implementation Exam	1.50 hours

### ACIS - Avaya Aura® Contact Center CCT and Multimedia (ACIS - 6209)

**To earn the ACIS - Avaya Aura® Contact Center CCT and Multimedia (ACIS - 6209) credential:**

Virtual Campus Offering : Choose one of the following:

On Demand	0C00070E	Knowledge Collection Access: Avaya Aura® Contact Center Portfolio	228.50 hours
On Demand	4C00020E	Knowledge Access: Avaya Aura® Contact Center Implementation	37.00 hours
On Demand	4C00050E	Knowledge Access: Avaya Aura® Contact Center CCT and Multimedia Implementation	22.00 hours
Exam	6209	Avaya Aura® Contact Center CCT and Multimedia Implementation Exam	1.50 hours

## 13.4 Avaya Product Certifications - Avaya Certified Support Specialist (ACSS)

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

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

Hold the following credential:

AIPS 4000 AIPS - Avaya IP Office™ Platform

Please choose one of the following two options:

#### OPTION 1

Avaya Virtual Campus Offering Path:

On Demand	5S00004E	Knowledge Access: Avaya IP Office™ Platform Support	36.00 hours
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Or

On Demand	0S00010E	Knowledge Collection Access: Avaya Midmarket Implementation and Support	118.00 hours
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Traditional Training Path:

V-Classroom	5S00004V	Avaya IP Office™ Platform Advanced Configuration Application Workshop	18.00 hours
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Classroom	5S00004I	Avaya IP Office™ Platform Advanced Configuration Application Workshop	18.00 hours
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<b>Exams:</b>	This exam is available in eight additional languages at Pearson VUE Test Centers <b>Retires June 30 2016</b>		
Exam	3002	Avaya IP Office™ Platform Configuration and Maintenance Exam <b>Retires June 30 2016</b>	1.50 hours

#### OPTION 2

Traditional Training Path:

Classroom	7820C	Troubleshooting Methodology for Avaya midmarket Team Engagement Solutions	32 hours
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<b>Exams:</b>	This exam is available in eight additional languages at Pearson VUE Test Centers		
Exam	7893X	Avaya IP Office™ Platform Configuration and Maintenance Exam <b>Coming Dec 2016</b>	1.50 hours

### ACSS - Avaya IP Office™ Contact Center (ACSS - 3003)

To earn the ASPS - Avaya IP Office™ Contact Center Credential:

Credential Requirements:

Requirement #1: Hold one of the following two Credentials:

AIPS	4000	AIPS - Avaya IP Office™ Platform
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Or

ACSS	3000	ACSS - Avaya Midmarket Communications
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**Continued on page 30**



**ACSS - Avaya IP Office™ Contact Center (ACSS - 3003) Continued from page 29**

**Requirement #2:** Pass the Exam #3003:

Exam	3003	Avaya IP Office™ Contact Center Implementation and Maintenance Exam	1.50 hours
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**To prepare for the test, choose one of the following offers and 2252C:**

On Demand	8S00010E	Knowledge Access: Avaya IP Office™ Contact Center Implementation and Support	54.00 hours
On Demand	0S00010E	Knowledge Collection Access: Avaya Midmarket Implementation and Support	289.75 hours
Classroom	8S00010I	Fast Track: Avaya IP Office™ Contact Center Implementation and Support	40.00 hours
And			
Classroom	2252C	Avaya IP Office™ Contact Center Expanded Configuration and Administration	40.00 hours

**ACSS - Avaya Aura® Conferencing (ACSS – 3202)**

**To earn the ACSS - Avaya Aura® Conferencing credential:**

On Demand	5U00120E	Knowledge Access: Avaya Aura® Conferencing Implementation and Support	28.00 hours
Exam	3204	Avaya Aura® Conferencing Implementation and Maintenance Exam	1.75 hours

**ACSS - Avaya Aura® Communication Manager and CM Messaging - Embedded (ACSS – 3100)**

**To earn the ACSS - Avaya Aura® Communication Manager and CM Messaging - Embedded credential:**  
**Implementation courses and exams:**

Learning Link		ACIS-6002: ACIS - Avaya Aura® Communication Manager and CM Messaging - Embedded (6.X)	
Exam	6002	Avaya Aura Communication Manager and CM Messaging (R6.0) Implementation Exam	2.00 hours

**Administration courses and exams:**

Avaya Virtual Campus Training

Please choose one of the following:

On Demand	5U00051E	Knowledge Access: Avaya Aura® Communication Manager Administration	25.00 hours
On Demand	5U00170E	knowledge Collection Access: Avaya Unified Communication Administration	75.00 hours

For Traditional Training:

Classroom	5U00051I	Avaya Aura® Communication Manager Administration	40.00 hours
V-Classroom	5U00051V	Avaya Aura® Communication Manager Administration	40.00 hours

Exam	3100	Avaya Aura® Communication Manager Administration Exam	1.50 hours
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**Maintenance and Troubleshooting courses and exams:**

Avaya Virtual Campus Offering Path

Please choose one of the following:

On Demand	5U00060E	Knowledge Access: Avaya Aura® Communication Manager and CM Messaging Embedded Support	33.00 hours
On Demand	5U00160E	Knowledge Collection Access: Avaya Unified Communication Core Support	176.00 hours

Exam	3101	Avaya Aura® Communication Manager and CM Messaging – Embedded Maintenance & Troubleshooting Exam	1.75 hours
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### ACSS - Avaya Aura® Messaging (ACSS - 3203)

**To earn the courses the 3203 ACSS - Avaya Aura® Messaging credential:**

Virtual Campus Path:

On Demand	5U00140E	Knowledge Access: Avaya Aura® Messaging Implementation, Administration, and Support	28.00 hours
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Traditional Training Path:

Classroom	5U00140I	Avaya Aura® Messaging Implementation, Administration, and Support	32.00 hours
V-Classroom	5U00140V	Avaya Aura® Messaging Implementation, Administration, and Support	32.00 hours
Exam	3203	Avaya Aura® Messaging Implementation and Maintenance Exam	1.75 hours

### ACSS - Avaya Aura® Session Manager and System Manager (ACSS - 3101)

**To earn the ACSS - Avaya Aura® Session Manager and System Manager credential:**

On Demand	1A00236E	Knowledge Access: Avaya Aura® Session Manager and System Manager Fundamentals	15.00 hours
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Please choose one of the following paths:

Avaya Virtual Campus Offering Path:

Please choose either the Knowledge Access or the Knowledge Collection Access bundle.

On Demand	4U00040E	Knowledge Access: Avaya Aura® Session Manager and System Manager Implementation	40.00 hours
On Demand	0U00110E	Knowledge Collection Access: Avaya Unified Communication Core Implementation	144.50 hours
On Demand	5U00050E	Knowledge Access: Avaya Aura® Session Manager and System Manager Support	47.00 hours
On Demand	5U00160E	Knowledge Collection Access: Avaya Unified Communication Core Support	176.00 hours

Traditional Path:

Please choose either: 1) both virtual Instructor-led courses (5U00095V and 5U00096V) or 2) the Instructor Led course (5U00097I):

Classroom	9U01003I	Avaya Aura® Session Manager and System Manager Implementation, Administration, and Support	80.00 hours
V-Classroom	9U01003IV	Avaya Aura® Session Manager and System Manager Implementation, Administration, and Support	80.00 hours
Exam	3102	Avaya Aura® Session Manager and System Manager Implementation and Maintenance Exam	1.75 hours

### ACSS - CallPilot® (ACSS - 3205)

**To earn the 3205 ACSS - Avaya CallPilot® you must also hold the 7303 ACIS - Avaya CallPilot® credential:**

Implementation course and exams:

Learning Link		ACIS - Avaya CallPilot® Credential	
Exam	7303	Avaya CallPilot® Implementation Exam	1.50 hours
Classroom	0327C	Avaya CallPilot System Administration and Applications	40.0 hours
Exam	7304	Avaya CallPilot® Maintenance Exam	1.50 hours

### ACSS - Avaya Communications Server 1000 for Avaya Aura® (ACSS - 3105)

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

Implementation courses and exams:

Learning Link		ACIS - Avaya Communication Server 1000 for Avaya Aura® Implementation Credential	
Exam	7003	Avaya Communication Server 1000 for Avaya Aura® Implementation Exam	1.50 hours

Maintenance Courses and exams:

Classroom	9U00166I	CS 1000 Upgrade and Avaya Aura Integration Bootcamp	40.00 hours
Exam	7004	Avaya Communication Server 1000 for Avaya Aura® Maintenance Exam	1.75 hours

### ACSS - Avaya Modular Messaging with Avaya Message Store (ACSS - 3200)

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

Implementation Courses and Exams:

Classroom	ATI01139IEN	Avaya Modular Messaging Implementation for Avaya Message Store	24.00 hours
Assessment	ATI01139AEN	Avaya Modular Messaging Implementation for Avaya Message Store Assessment	0.50 hours
Classroom	ATI01140IEN	Avaya Modular Messaging Single Server Implementation	8.00 hours
Assessment	ATI01140AEN	Avaya Modular Messaging Single Server Implementation Assessment	0.50 hours

Administration Course and Exam:

Classroom	1M00101I	Avaya Modular Messaging MSS Administration	24.00 hours
Assessment	1M00101A	Avaya Modular Messaging MMS Administration Assessment	1.00 hour
Exam	3200	Avaya Modular Messaging with Avaya Message Store Implementation and Maintenance Exam	1.75 hours

### ACSS - Avaya Session Border Controller Enterprise (ACSS-3107)

#### To earn the ACSS - Avaya Session Border Controller Enterprise credential:

Avaya Virtual Campus Offering Path:

Please choose one of the following:

On Demand	5U00090E	Knowledge Access: Avaya Session Border Controller for Enterprise Implement and Support	34.00 hours
On Demand	5U00160E	Knowledge Collection Access: Avaya Unified Communications Core Support	176.00 hours
Exam	3107	Avaya Session Border Controller Enterprise Implementation and Maintenance Exam	1.50 hours

### ACSS – Avaya Scopia® Solution (ACSS – 3103)

**To earn the ACSS – Avaya Scopia® Solution credential:**

**Please choose one of the following paths:**

Avaya Virtual Campus Path

On Demand	2U00130E	Knowledge Access: Avaya Scopia® Solution and Endpoints Implementation and Support	28.50 hours
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Or

Traditional Path

Classroom	5U00130I	Avaya Scopia® Solution and Endpoints	40.00 hours
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Exam	3108	Avaya Scopia® Solution Implementation and Maintenance Exam	1.50 hours
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### ACSS - Avaya Aura® Contact Center (ACSS 3300)

**To earn the 3300 ACSS - Avaya Aura® Contact Center credential, take the following courses and four exams:**

Implementation courses and exams:

Learning Link		ACIS - Avaya Aura® Contact Center (ACIS - 6202)	
Exam	6202	Avaya Aura® Contact Center Implementation Exam	1.50 hours

Learning Link		ACIS - Avaya Aura® Contact Center CCT and Multimedia (ACIS - 6209)	
Exam	6209	Avaya Aura® Contact Center CCT and Multimedia Implementation Exam	1.50 hours

Virtual Campus Offering Path: Choose one of the following:

On Demand	0C00070E	Knowledge Collection Access: Avaya Aura® Contact Center Portfolio	225.50 hours
On Demand	5C00030E	Knowledge Access: Avaya Aura® Contact Center	26.00 hours

Traditional Training Path:

Classroom	5C00012I	Avaya Aura® Contact Center Maintenance and Troubleshooting Boot Camp	40.00 hours
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Exam	3301	Avaya Aura® Contact Center Maintenance and Troubleshooting Exam	1.75 hours
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Administration courses and exams:

Virtual Campus Offering Path: Choose 5C00070E and 5C00080E below:

On Demand	5C00070E	Knowledge Access: Avaya Aura® Contact Center Administration	26.00 hours
On Demand	5C00080E	Knowledge Access: Avaya Aura® Contact Center - Orchestration Designer Scripting	25.00 hours

Or

Traditional Training Path:

Please choose the 3609C and the 3610C:

Classroom	3609C	Avaya Aura Contact Center Administration	40.00 hours
Classroom	3610C	Avaya Aura® Contact Center - Orchestration Designer Scripting	40.00 hours

Exam	3300	Avaya Aura® Contact Center Administration Exam	1.75 hours
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### ACSS - Avaya Aura® Call Center Elite (ACSS - 3304)

**To earn 3304 ACSS - Avaya Aura® Call Center Elite Implementation Credential, take the following courses and exams:**

Administration course and exam:

On Demand	5U00051E	Knowledge Access: Avaya Aura® Communication Manager Administration	25.00 hours
Exam	3100	Avaya Aura® Communication Manager Administration Exam	1.50 hours

Implementation course and exam:

Please choose one of the following:

Virtual Campus Offering Path: Choose one of the following:

On Demand	5C00091E	Knowledge Access: ACSS - Avaya Aura® Call Center Elite Implementation and Configuration	26.00 hours
OR			

Traditional Training Path:

V-Classroom	5C00091V	Avaya Aura® Call Center Elite Implementation and Configuration	32.00 hours
Classroom	5C00091I	Avaya Aura® Call Center Elite Implementation and Configuration	32.00 hours

Exam	3304	Avaya Aura® Call Center Elite Implementation and Maintenance Exam	1.75 hours
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For training on Avaya Aura® Call Center Elite as well as Avaya Aura® Call Center Elite Multichannel and Avaya Call Management System:

On Demand	0C00060E	Knowledge Collections Access: Avaya Aura® Call Center Elite Portfolio	183.50 hours
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### ACSS - Avaya Aura® Experience Portal with Proactive Outreach Manager (ACSS - 3305)

**To earn the ACSS - Avaya Aura® Experience Portal with Proactive Outreach Manager Implementation and Maintenance credential:**

Virtual Campus Path: Choose one of the following:

On Demand	0C00070E	Knowledge Collection Access: Avaya Aura® Contact Center Portfolio	228.50 hours
On Demand	5C00040E	Knowledge Access: Avaya Aura® Experience Portal with Proactive Outreach Manager Implementation and Support	39.00 hours

For Traditional Training:

Classroom	5C00040I	Avaya Aura® Experience Portal with Proactive Outreach Manager	40.00 hours
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For Administration only courses select the two Knowledge Access:

(The 5C00020E and 5C00050E content is also included in the 0C00070E and 5C00040E above)

On Demand	5C00020E	Knowledge Access: Avaya Aura® Experience Portal Administration	4 hours
On Demand	5C00050E	Knowledge Access: Avaya Proactive outreach Manager Administration and Configuration	6 hours

Exam	3309	Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam	1.75 hours
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## ACSS - Avaya Contact Recording and Avaya Quality Monitoring (ACSS – 3308)

### To earn the ACSS - Avaya Contact Recording and Avaya Quality Monitoring credential

Select one of the following OPTIONS below:

#### **OPTION 1 New curriculum as of April 1, 2016**

Web	2536W	Avaya Contact Recording and Avaya Quality Monitoring Telephony System Configuration	6.00 hours
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Please choose one of the following:

Classroom	5C00641I	Avaya Framework Installation and Configuration for Avaya Aura Workforce Optimization	16.00 hours
V- Classroom	5C00641V	Avaya Framework Installation and Configuration for Avaya Aura Workforce Optimization	16.00 hours

Take the following courses:

Classroom	5C00140I	Avaya Contact Recording and Quality Monitoring Installation and Configuration Bootcamp	80.00 hours
Web	2030W	What Is New With Avaya Workforce Optimization	2.00 hours

Exam:

Exam	3311	Avaya Contact Recording and Avaya Quality Monitoring R15.1 Implementation and Maintenance Exam	1.50 hours
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#### **OPTION 2 Curriculum retires May 31, 2016**

*Maintain your competency: For those with knowledge up to Release 12.0, choose one of the following Delta courses to gain knowledge up to release 12.1. You are not required to re-take the 3308 exam*

V-Classroom	2512V	What is New in Avaya Aura® Workforce Optimization 12.1	2.00 hours
Web	2512W	What is New in Avaya Aura® Workforce Optimization 12.1	2.00 hours

Take the following Work Force Optimization courses:

Classroom	5C00140I	Avaya Contact Recording and Quality Monitoring Installation and Configuration Bootcamp	80.00 hours
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Exam:

Exam	3308	Avaya Contact Recording and Avaya Quality Monitoring R12 Implementation and Maintenance Exam	1.50 hours
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### ACSS - Avaya Interaction Center and Avaya Operational Analyst (ACSS - 3310)

To earn the ACSS - Avaya Interaction Center and Avaya Operational Analyst credential:

**Fundamental Courses**

Web	ATC01175WEN	IC and OA Overview	1.50 hours
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**Implementation courses and exams:**

Please choose one of the following:

V-Classroom	ATA01820VEN	IC Planning and Implementation	40.00 hours
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Classroom	ATA01820IEN	IC Planning and Implementation	40.00 hours
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**Please choose one of the following and the assessment:**

Classroom	ATC01171IEN	Operational Analyst Planning and Implementation	16.00 hours
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V-Classroom	ATC01171VEN	Operational Analyst Planning and Implementation	16.00 hours
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Assessment	ATC01171AEN	Operational Analyst Planning and Implementation	0.50 hours
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**Administration courses and exams:**

Please choose one of the following and the assessment:

Classroom	ATC01176IEN	IC Administration and Configuration	24.00 hours
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V-Classroom	ATC01176VEN	IC Administration and Configuration	24.00 hours
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Assessment	ATC01176AEN	IC Administration and Configuration	0.50 hours
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**Implementation and Maintenance Exam**

Exam	3310	Avaya Interaction Center and Avaya Operational Analyst Implementation Exam	1.75 hours
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## 13.5 Avaya Engagement Solutions Certifications - Avaya Certified Integration Specialist (ACIS)

**NEW**

### ACIS - Avaya Midmarket Team Engagement Solutions (ACIS - 7790) **NEW**

To earn the ACIS - Avaya Midmarket Team Engagement Solutions Credential:

**Recommended Training**

Classroom	7720C	Avaya IP Office™ Platform Basic Integration and Configuration	40.0 hours
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Classroom	7730C	Integrating Avaya Midmarket Team Engagement Core Solutions	40.0 hours
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Classroom	7740C	Integrating Avaya Midmarket Team Engagement Advanced Solutions	24.0 hours
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**Online Tests and Exam**

Online Test	7720T	Avaya IP Office™ Platform Basic Integration and Configuration Test	1.50 hours
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Online Test	7730T	Integrating Avaya Midmarket Team Engagement Core Solutions Test	1.50 hours
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Exam	7790X	Avaya Midmarket Team Engagement Solutions Integration Exam	2.00 hours
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### ACIS - Avaya Enterprise Team Engagement Solutions (ACIS - 7190) **NEW**

To earn the ACIS - Avaya Enterprise Team Engagement Solutions Credential:

#### Recommended Training

Classroom	7120C	Integration Basics for Avaya Enterprise Team Engagement Solutions	40.0 hours
Classroom	7130C	Integrating Avaya Enterprise Team Engagement Core Solutions	40.0 hours
Classroom	7140C	Integrating Avaya Enterprise Team Engagement Advanced Solutions	40.0 hours

#### Online Tests and Exam

Online Test	7120T	Integration Basics for Avaya Enterprise Team Engagement Solutions	1.50 hours
Online Test	7130T	Integrating Avaya Enterprise Team Engagement Core Solutions	1.50 hours
Exam	7190X	Avaya Enterprise Team Engagement Solutions Integration Exam	2.0 hours

### ACIS - Avaya Fabric Networking Solutions (ACIS - 7590) **NEW**

To earn the ACIS - Avaya Fabric Networking Solutions Credential:

#### Pre-assessment tests

Online Test	7580A	Data networking Basic Knowledge Pre-assessment	1.50 hours
Online Test	7581A	Avaya Networking Fabric Products Basic Knowledge Pre-assessment	1.50 hours

#### Recommended Training

Web	7510W	Product Basics for Avaya Fabric Networking Solutions	10.0 hours
Classroom	7520C	Integrating Avaya Fabric Networking Solutions	40.0 hours
Exam	7590X	Avaya Fabric Networking Solutions Integration Exam	2.0 hours

## 13.6 Avaya Engagement Solutions Certifications - Avaya Certified Solution Specialist (ACSS) **NEW**

### ACSS - Avaya Midmarket Team Engagement Solutions (ACSS - 7890) **NEW**

To earn the ACSS - Avaya Midmarket Team Engagement Solutions Credential:

#### Prerequisite Credential

ACIS	7790	Avaya Midmarket Team Engagement Solutions
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#### Recommended Training

Classroom	7820C	Troubleshooting Methodology for Avaya Midmarket Team Engagement Solutions	40.0 hours
Classroom	7840C	Supporting Avaya Midmarket Team Engagement Advanced Solutions	24.0 hours

#### Online Tests and Exam

Online Test	7820T	Troubleshooting Methodology for Avaya Midmarket Team Engagement Solutions Test	1.5 hours
Exam	7890X	Avaya Midmarket Team Engagement Solutions Troubleshooting and Maintenance Exam	2.0 hours

### ACSS - Avaya Enterprise Team Engagement Solutions (ACSS - 7290) **NEW**

**To earn the ACSS - Avaya Enterprise Team Engagement Solutions Credential:**

**Prerequisite Credential**

ACIS	7190	Avaya Enterprise Team Engagement Solutions
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**Recommended Training**

Classroom	7220C	Troubleshooting Methodology for Avaya Enterprise Team Engagement Solutions	40.0 hours
Classroom	7230C	Supporting Avaya Enterprise Team Engagement Core Solutions	40.0 hours
Classroom	7240C	Supporting Avaya Enterprise Team Engagement Advanced Solutions	40.0 hours

**Online Tests and Exam**

Online Test	7220T	Troubleshooting Methodology for Avaya Enterprise Team Engagement Solutions Test	1.50 hours
Online Test	7230T	Supporting Avaya Enterprise Team Engagement Core Solutions Test	1.50 hours
Exam	7290X	Avaya Enterprise Team Engagement Solutions Troubleshooting and Maintenance Exam	2.0 hours

### ACSS - Avaya Fabric Networking Solutions (ACSS - 7690) **NEW**

**To earn the ACSS - Avaya Fabric Networking Solutions Credential:**

**Prerequisite Credential**

ACIS	7590	Avaya Fabric Networking Solutions
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**Recommended Training**

Classroom	7620C	Troubleshooting Methodology for Avaya Fabric Networking Solutions	40.0 hours
Exam	7690X	Avaya Fabric Networking Solutions Troubleshooting Exam	2.0 hours

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

Avaya Product Implementation Credentials	Avaya Product Support Credentials	Avaya Engagement Solutions Certifications	Avaya Engagement Solutions Certifications
AIPS / ACIS	ASPS / ACSS	ACIS	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"> <li>• Demonstrate knowledge of the preparation required for the implementation</li> <li>• Install the product hardware and software</li> <li>• Configure the product for hand-off to Day 2 administration</li> <li>• Test, validate, and troubleshoot the implementation</li> </ul>	<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"> <li>• Demonstrate product architecture knowledge (components, features and functions)</li> <li>• Install the product hardware and software</li> <li>• Test, validate, and troubleshoot the implementation</li> <li>• Configure the product for hand-off to Day 2 administration</li> <li>• Administer, maintain, and troubleshoot intermediate to advanced configurations</li> <li>• Interpret and resolve customer technical issues related to the products and components</li> </ul>	<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"> <li>• Covers core - advanced skill sets and knowledge required to perform Integration and implementation tasks: <ul style="list-style-type: none"> <li>• Install and implement core hardware and software</li> <li>• Integrate more complex products</li> <li>• Configure the software/firmware</li> <li>• Test and validate the integration is operational</li> <li>• Diagnose and address integration and implementation issues</li> </ul> </li> <li>• Competency domain is focused on a core and advanced solution integrations, configurations, and implementation validation <ul style="list-style-type: none"> <li>• Technical ability is tested at a level that ensures the successful integration, configuration, and support of the solution reference architectures</li> <li>• The candidate is able to resolve</li> </ul> </li> </ul>	<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"> <li>• Covers intermediate-advanced skill sets and knowledge required to diagram call flows, administer, maintain, and support their solution architecture.</li> <li>• Competency domain is focused on <ul style="list-style-type: none"> <li>• “day 2” and beyond administration</li> <li>• ongoing maintenance</li> <li>• diagnose and isolate issues in an existing solution architecture</li> </ul> </li> <li>• 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</li> </ul>

		<p>technical issues with the initial integration and implementation where resolutions to the issues are usually documented</p> <p>*</p> <p>Focus on core and advanced solutions skills using Avaya products</p>	<p>the issues may or may not be documented</p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p>*</p> <p>Focus on core and advanced solution skills using Avaya products</p>
<ul style="list-style-type: none"> <li>Prepare to Implement</li> <li>Install hardware and Software</li> <li>Configure the Software/Firmware</li> <li>Test and Validate the Implementation</li> <li>Diagnose Installation Problems</li> </ul>	<ul style="list-style-type: none"> <li>Product Architecture</li> <li>Implementation of the product</li> <li>Administration of the product</li> <li>Maintenance of the product</li> <li>Troubleshoot the product</li> </ul>	<ul style="list-style-type: none"> <li>Plan/prepare the installation of the core solution</li> <li>Integrate additional complex products to the core</li> <li>Install software</li> <li>Configure and license the solution</li> <li>Administer the system for basic functionality</li> </ul> <p>Perform testing to validate entire architecture is operational</p>	<p><b>Solution Architecture</b> - evaluate design/configuration implications and issues regarding system configurations</p> <p><b>Administration of the Solution Architecture</b> - apply administration as it relates to the core and the additional complex components</p> <p><b>Maintenance and Troubleshooting of the Solution</b> –</p> <ul style="list-style-type: none"> <li>Outline the G8 Troubleshooting Methodology</li> <li>Diagram the call flow of the solution when an issue occurs</li> <li>Capture trace, sniff and product logs to use in isolating troubles</li> <li>Analyze data from diagram, logs and resolve issue and/or hand-off package in a maintenance ticket</li> </ul>

## 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)