



Avaya Foundational Knowledge

Through our open, converged and innovative solutions Avaya take intelligent experiences to new heights for our customers, partners and their customers—in the cloud, on premise, or a hybrid of both.

To support the successful adoption of our solutions, Avaya Learning offers a wide variety of curriculums intended for different audiences including Sales, Sales Engineers, Service & Support Technicians, Administrator and Developer Specialists. Whilst the Avaya Learning curriculums provide content on the Avaya solutions it is recommended students have a basic understanding of relevant technology; terminology, trends, and key concepts.

Below are some options for students to obtain the recommended pre-requisite knowledge, with additional alternatives being found through web searches.

- Avaya Learning provides students complimentary fundamental courses. [Click here](#) for further details.
- Avaya Authorized Learning Partners (AALP) offer courses providing foundational knowledge. Select the AALP available in your region and visit their webpage. [Click here](#) to access the AALP landing page.
- Third party vendors, institutes and associations offer a range of foundational classes and certifications, i.e.:
 - The SIP School (<https://www.thesipschool.com/>)
 - CompTIA (<https://www.comptia.org/>)
 - Skillsoft (<https://www.skillsoft.com/>)

Questions?

For any other questions, please contact one of the [Global Support Numbers](#).