New Avaya Certified Sales Professional (ACSP) Credential Focuses On Avaya Engagement Solutions

Overview

Avaya Learning is pleased to announce the availability of a new Avaya Sales Certification credential, the Avaya Certified Sales Professional (ACSP) providing those achieving the Avaya Professional Sales Specialist (APSS) a growth path to mastery in Avaya Engagement Solutions.

Avaya Certified Sales Professional (ACSP) Curriculum

Avaya Certified Sales Professional (ACSP) curriculum for Avaya Engagement Solutions captures both the Avaya Sales approach and the Engagement Solutions for both Avaya Associates and Business Partners. Building upon the foundation established with the Avaya Professional Sales Specialist (APSS) curriculum, students completing the ACSP curriculum will be able to sell and position solutions that address the customer's issues and objectives.

Delivered as web based the new ACSP curriculum consists of a combination of Sales Skills and Solutions content. Participants learn to create the solution story that is applicable to their customer and apply the Avaya Sales skills and processes to their sales strategy and deployment. They will also be able to present the Avaya Innovations as it relates to their customer scenario and close on the deal.

All course and content structure for Avaya Engagement Solutions Sales curricula is co-authored by Avaya Learning and Avaya Marketing. Curriculum content is based on real customer scenarios and needs.

Avaya Certified Sales Professional (ACSP) Credential Portfolio

Avaya Certified Sales Professional (ACSP) credentials are supported by proctored exams available through Pearson VUE Testing Centers, www.vue.com/avaya and are valid for two years. To obtain an ACSP credential individuals need to hold the relevant APSS credential and successfully complete the proctored exam noted on the credential map.

The following Avaya Certified Sales Professional (ACSP) credentials will launch in a phased approach as curriculum pilots are completed.

ACSP Credential	Initial Curriculum Available	Proctored Exam Calendar Year
ACSP - Avaya Networking Solutions Sales (ACSP - 4759)	Available Now	Q2 CY2016
ACSP - Avaya Midmarket Engagement Solutions Sales (ACSP - 4780)	Available Now	Q2 CY2016
ACSP - Avaya Enterprise Engagement Solutions Sales (ACSP - 4770)	Available Now	Q4 CY2016

Credential curriculum maps will be located on the Avaya Professional Credential Program site and in the Learning Catalog located on the Avaya Learning Center.

Additional announcements for each ACSP credential outlining the credential requirements, recommended curriculum and availability will be announced as content becomes available.

Policies and Rules

The Avaya Certified Sales Professional Certification credential will be issued with an expiration date of two years upon completion of all credential requirements outlined on the credential curriculum map. The ACSP comes with a new logo and certificate, and the credential will be tracked on the student's record in the Avaya Credential Management System.

The Avaya Credential Landing page and reference documents such as the Avaya Sales Credential guide will include the new ACSP as content becomes available.

Channel Partner Note

As the Avaya Certified Sales Professional Certification credential rolls out, the ACSP is planned for inclusion in the Avaya Connect Program. Details will be published through the Avaya Connect program materials published on the Avaya Partner Portal, and through other communications such as Avaya Partner News.

Questions?

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