

Avaya Services Credentials Now Focus On Avaya Engagement Solutions

Overview

Avaya Learning is pleased to announce 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.

Avaya Engagement Solutions Integration and Support Curriculum

Avaya Engagement Solutions are:

- Enterprise Team Engagement and Midmarket Team Engagement
 - Includes Unified Communications and Collaboration applications, addressing both Enterprise with the Avaya Aura[®] architecture and the Small Business and Midmarket with IP Office.
- Customer Engagement
 - Avaya Customer Experience Management (Contact Center) solutions
- Fabric Networking

Avaya Engagement Solutions Integration and Support curriculum offers enable Avaya Associates and Business Partners to integrate maintain and troubleshoot multi-product architectures. Avaya Customers are further enabled to fully engage Avaya Solution capabilities and features. Curriculum content builds upon reallife Customer Use Cases and is co-authored by Avaya Professional Services, Avaya Global Support Services and Avaya Learning. Individuals who complete the curriculum benefit by getting to the heart of Integration and Support topics more quickly and understand the interaction within the multi-architecture.

Each ACIS curriculum for solution integration begins with fundamental knowledge about the products within the solution and their administration. It is then followed by the integration of core products and architectures. The addition of more products completes the advanced architectures.

Each ACSS curriculum for troubleshooting and maintenance begins with learning about the G8 methodology (industry standard Eight Disciplines of Problem Solving) as it applies to the solution. This is followed by the identification of problems within the core architectures, up to identifying multiple problems in advanced architectures.

Curriculum offerings are module based and release first with Instructor Led Training Offers, followed by Virtual Campus Offerings. Using an optional blended learning approach - Web-based training, Virtual classroom, Instructor Led classes, and Boot Camps are also included. The curriculum culminates with a solution-based proctored certification exam at the end. In addition to the proctored exam, Online Tests aligned with individual courseware are also required to earn the solution certification.



Availability Timeline and Transition Plans

Avaya Learning will release the Avaya Engagement Solutions curriculum (training content and testing) in a phased approach. Initial offerings focus on Avaya Fabric Networking Solutions, Enterprise Team Engagement and Midmarket Team Engagement Solutions. Individual curriculum announcements will keep you abreast of details on curriculum availability.

Services Solution Based Certifications	Curriculum initial offering	Curriculum fully available	Proctored Exam Available
ACIS – Avaya Fabric Networking Solutions (ACIS - 7590)	Available Now	Available Now	Available Now
ACSS – Avaya Fabric Networking Solutions (ACSS - 7690)	Available Now	Available Now	Available Now
ACIS – Avaya Enterprise Team Engagement Solutions (ACIS - 7190)	October 2015	Q2CY2016	Q3CY2016
ACSS – Avaya Enterprise Team Engagement Solutions (ACSS - 7290)	November 2015	Q2CY2016	Q3CY2016
ACIS – Avaya Midmarket Team Engagement Solutions (ACIS - 7790)	October 2015	June 2016	June 2016
ACSS – Avaya Midmarket Team Engagement Solutions (ACSS - 7890)	November 2015	June 2016	June 2016

The Avaya Professional Certification Program transition to solution based services credentials represents a significant transformation in that fewer credentials and training hours are needed. As Avaya Engagement Solutions credentials become available individual product specific credentials associated with the solution will retire. Avaya Learning takes measurement to ensure participants have extended time for achieving the new solutions based certifications and experience minimal inconvenience during the transition by making available sufficient course offerings. In addition Avaya Learning will ensure that credentials retiring as part of the new program will be communicated early to protect training investments.

The new Solution Based Certification Program currently is a Tier 2 Program. Avaya reserves the right to evaluate and release top level Tier 3 credentials at a future point in time. The previously announced Avaya Certified Solution Expert Credential is discontinued until further notice.

Additional details of the Avaya Professional Credential Program transition plan will be released in several phases between now and through calendar year 2016. Each phase of the newly released Solution Based Certification - changes, impacts, opportunities and requirements - will be clearly communicated through standard Avaya channels, emails, and newsletters.

The Avaya Professional Credential Program site, located on the Avaya Learning Center, <u>www.avaya-learning.com</u> and reference documents such as the Avaya Services Credential guide will include the new Avaya Engagement Solution Credentials early September.



Policies and Rules

The policy regarding length of Certification validity will not change for the next generation of the Avaya Professional Certification Program. All Avaya Solution Based Certification credentials remain valid for 24 months from the date of completion. The date of completion will be the date on which the last requirement was completed. Credentials will be tracked on the student's record in the Avaya Credential Management System.

The Avaya Professional Credential program has traditionally recognized highly qualified, competent, and experienced individuals. This fundamental expectation will continue to be the foundation for the next generation of the program. The new solution based certifications will be issued with a revised logo and certificate. Avaya solution based certifications distinguish themselves to other Avaya Professional Credentials by including "Integration" and "Solution" in the acronym, emphasizing the focus of the interaction and multi-product architecture within the Engagement Solution.

The enhancements to the Avaya Professional Certification Program increase the value of holding Avaya Professional Credentials and do not diminish the achievements Certified Professionals have attained by earning credentials in the past. Currently held Avaya credentials will continue to be recognized until they expire as scheduled.

The changes that we are announcing today are evidence of our continued commitment to enhance and expand the Avaya Professional Certification Program and to be recognized as a credible industry certification program.

For additional details on the program please visit the redesigned Avaya Professional Credential Landing Page on the Avaya Learning Center at <u>www.avaya-learning.com</u>.

Channel Partner Note

Avaya Engagement Solution ACIS and ACSS Credentials will be recognized in the Avaya Connect Program. As they roll out details will be announced through Avaya Connect program materials published on the Avaya Partner Portal, and through other communications such as Avaya Partner News.

Questions?

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