

# Avaya Learning Services



## Avaya Learning Simplifies Credential Offerings Announcing five new ACDS Certifications

### Overview

Avaya Learning is simplifying the approach for the Avaya Certified Design Specialist (ACDS) offerings by incorporating topics from the current Avaya Professional Design Specialist (APDS) credential. This enhancement removes the need for individuals to hold the corresponding APDS before being able to achieve the ACDS.

On **10 January 2020** five new Avaya Certified Design Specialists (ACDS) become available and which use this new format of not requiring a prerequisite credential. The new ACDS Certifications come along with new courseware and testing reflecting Avaya's Branding approach.

### New Avaya Certified Design Specialist Certifications and new Avaya Design Certification Exams:

- Certification: [ACDS – 3781 - Avaya Midsize Solution Design](#)  
New exam # 37820X Avaya Midsize Solution Design Exam (available now)
- Certification: [ACDS – 3186 - Avaya IX™ Calling Design](#)  
New exam # 31860X Avaya IX™ Calling Design Exam (available now)
- Certification: [ACDS – 3187 - Avaya IX™ Meetings Server Solution Design](#)  
New exam # 31870X – Avaya IX™ Meetings Server Solution Design Exam (target release date end of January 2020)
- Certification: [ACDS – 3381 - Avaya IX™ Contact Center – Avaya Aura® Contact Center Design](#)  
New exam # 33810X - Avaya Aura® Contact Center Design Exam (target release date end of January 2020)
- Certification: [ACDS – 3382 – Avaya IX™ Contact Center – Avaya Aura® Call Center Elite and Elite Multichannel Design](#)  
New exam # 33820X - Avaya Aura® Call Center Elite and Elite Multichannel Solution Design Exam (target release date end of January 2020)

For course details, exam availability and objectives, credential requirements and registration details please visit the individual Smart Track posted on the Avaya Learning Center.

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## Transition note:

### ACDS Certifications -

With the availability of the new ACDS Certifications as listed above on the 10 January 2020 the following Avaya Design Certification retire:

- ACDS - 3185 Avaya Enterprise Team Engagement Solutions Design
- ACDS - 3380 Avaya Customer Engagement Solutions Design
- ACDS - 3780 Avaya Midmarket Solutions Design

### Proctored Exams -

With the availability of the new ACDS Certifications as listed above on the 10 January 2020 the following Avaya exams will no longer be available for future registrations:

- 3185X - Avaya Enterprise Team Engagement Solutions Design Exam
- 3381X - Avaya Customer Engagement Solutions Design Exam
- 37810X - Avaya Midmarket Solutions Design Exam

Students who currently hold the ACDS – 3185 and / or the ACDS – 3380 and / or the ACDS – 3780 certifications will keep the certification until the expiration date reflected on the student’s Avaya credential record. At the time of renewal students will need to complete the requirements for the new certifications.

In addition to the new ACDS Certifications listed above the following ACDS certifications and associated courseware and testing remain available:

- [ACDS - 3480 Avaya Oceana® Solution Design](#)
- [ACDS – 3181 Avaya Breeze™ Design](#)

## Channel Partner Note

The [Avaya Solution Authorization Policy](#) outlines in detail the partner level requirements to sell and service Avaya Solutions and is posted on the Avaya Partner Portal (log-ins to the Avaya Partner Portal is required to access the document).

## Questions?

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