New – Avaya Enterprise Customer Engagement Solutions Design Curriculum and Credential

Overview

Avaya Learning is pleased to announce the availability of a new Design Certification, ACDS – Avaya Enterprise Customer Engagement Solutions Design (ACDS - 3380).

Avaya Enterprise Customer Engagement Solutions Design

Customer relationships are ongoing conversations that unfold across time and channels. Phone, video, email, chat, and social: It's all one integrated omni-channel now. Done right, seamless execution pays off in increased revenue and higher lifetime value of customers.

- Help your customer to manage growing call volumes, improve agent engagement and reduce services costs by improving their contact center efficiency.
- Drive customer retention and loyalty by enhancing the customer experience.
- Enable topline growth by driving revenue with our comprehensive portfolio of professional services, proactive communication and omni-channel contact center solutions.

Avaya Certified Design Specialist (ACDS) curriculum for Avaya Engagement Solutions ensures a common methodology and approach to solution design across the entire Avaya Sales Engineers (SE) community - Avaya Associates and Business Partners. Building upon the foundation established with the Avaya Professional Design Specialist (APDS) curriculum, students completing the ACDS curriculum will be able to design solutions that are less likely to require re-design.

The release of the Solution Based curriculums and credentials will be phased in over time. Content and testing requirements will be released as they become available to allow students an opportunity to consume the training and associated tests.

Credential Requirements

The ACDS – Avaya Enterprise Customer Engagement Solutions Design credential is designed for Avaya Associates and Business Partners responsible for designing Customer Engagement Solutions in support of customer requirements.

Avaya Enterprise Customer Engagement Solutions Design Curriculum and Credential

The following recommended curriculum in support of the new **ACDS – Avaya Enterprise Customer Engagement Solutions Design** credential will be available on the Avaya Learning Center.

<table>
<thead>
<tr>
<th>Offer Code</th>
<th>Title</th>
<th>Available</th>
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<tbody>
<tr>
<td>3380C</td>
<td>Designing Avaya Customer Engagement Solutions • This course focuses on the information discovery, designing a solution, and formatting the information for presentation, aspects of the Sales Engineer's job function. • The participant will learn the most important design considerations for customer engagement solutions and how to use a methodology to create a solution design based on a customer scenario. • The customer scenarios will include designs for existing and new customers with needs to grow their business, enhance their customer's experience and improve their contact center efficiency. • Delivered in a classroom setting, this offer consists of a combination of instructor lectures followed by interactive group work for the design exercises. Travel and living expenses are not included in the offer price. • Classroom 40 hours</td>
<td>August 2016</td>
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| 3380X      | Avaya Customer Engagement Solutions Design Exam | November 2016 |

Visit the **ACDS – Avaya Enterprise Customer Engagement Solutions Design** credential curriculum map on the Avaya Learning Center, [www.avaya-learning.com](http://www.avaya-learning.com), for full details and to register.

**Channel Partner Note**

Avaya Connect partners should review the [Avaya Solutions Authorization Policy Guide](#) published on the [Avaya Partner Portal](#) for details on authorization requirements (log in required).

**Questions?**

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