

Avaya Learning Services



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Avaya Learning Simplifies Credential Offerings Announcing the Avaya Services Technical Associate Program (ASTA) – New Offering for Avaya Call Management System (ASTA – 9090)

Overview

Avaya Learning is simplifying and enhancing our Professional Credential Program Framework to consolidate two credentials and provide a clear differentiation and skill recognition between Avaya's high stakes proctored examinations and our online tests. Commencing 01 August 2019, Avaya started to phase out the current Avaya Implementation / Support Professional Specialist (AIPS/ASPS) Credential offerings. In addition, selected Avaya Certified Implementation / Support Specialist Certifications (ACIS/ACSS). For further details on the program changes please refer to the article posted on the Avaya Learning Center:

[07-01-2019: Avaya Learning Simplifies Credential Offerings Announcing the Avaya Services Technical Associate Program \(ASTA\)](#)

New Offering

Avaya Learning is pleased to announce the availability of the new Avaya Services Technical Associate Certificate offer for Avaya Call Management System (ASTA – 9090). To earn the new ASTA – 9090 students will need to pass the 70190T - Installing and Supporting Call Management System Test hosted on the Avaya Learning Center. Please visit the Avaya Learning Center [Smart Track](#) for curriculum and registration details.

Avaya Call Management System (CMS)

Avaya Call Management System (CMS) provides Avaya Call Center Elite customers with the reporting and analysis tools they need to optimize business processes and operate their business more effectively. With CMS, customers can view live, real-time information and see the immediate results of their adjustments. They can also use historical reports to analyze trends, establish performance benchmarks, and plan new marketing or customer service campaigns. A powerful custom report package let customers modify real-time and historical reports or create reports that fit their unique requirements. Extensive reporting of exceptions allows managers to quickly identify areas requiring immediate attention.

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Transition

With the availability of the new ASTA Certificate for Avaya Call Management System (ASTA – 9090) the ASPS – 5303 Avaya Call Management System and the associated online test 5303 - Avaya Call Management System Implementation and Maintenance Test will retire 30 September 2019.

Students who hold the ASPS - 5303 credential today will keep the credential until the expiration date reflected on the student's credential record in the Avaya Credential Management System (CMS). To renew students need to complete the requirements for the replacement credential as outlined above.

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).

The newly created Avaya Services Technical Associate (ASTA) offerings provide a simplified skill validation requirement in the Partner Program.

Partners and Credential holders are asked to pay detailed attention to the specific requirements outlined in the Avaya Solution Authorization Policy.

Questions?

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