Avaya Launches Updated Courseware and Certification Exam for Avaya Aura® Experience Portal with Proactive Outreach Manager (ACSS - 3305)

Avaya Learning is pleased to announce the refreshed curriculum and examination for the ACSS - 3305 Avaya Aura® Experience Portal with Proactive Outreach Manager, including new agent-based routing functionality for Proactive Outreach Manager.

Credential Requirements

The ACSS - 3305 Avaya Aura® Experience Portal with Proactive Outreach Manager credential is developed for Avaya Associates, Business Partners and Customers responsible for supporting:

Avaya Aura® Experience Portal

Avaya Aura® Orchestration Designer

Proactive Outreach Manager (POM)

Intelligent Customer Routing (ICR)

Earning the ACSS - 3305 certification requires successful completion of the following proctored exam delivered at Pearson VUE Test Centers (www.vue.com/avaya):

- Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam (#3314)

Available Curriculum and Competency Measurements

The following recommended curriculum and competency measurements are available on the Avaya Learning Center (www.avaya-learning.com). Avaya Learning recommends to proceed with the training in the below shown order.

Offer Code	Title	Available
5C00040V	Avaya Aura® Experience Portal with Proactive Outreach Manager	Now
3314	Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam	By end of December 2016

Credential Transition Plans

In conjunction with the release of the new **3314 - Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam** the following exam retires.

Test No.	Title	Retirement Date
3309	– Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam	January 30, 2017

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Students who hold the **ACSS Avaya Aura® Experience Portal with Proactive Outreach Manager (ACSS - 3305)** 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 the credential students need to complete the new requirements as outlined above.

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?

Avaya Learning Help Desk:
North America: **+1 866-Avaya-54 (+1 866-282-9254)**
Outside North America: **Regional Local Number Listing**

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