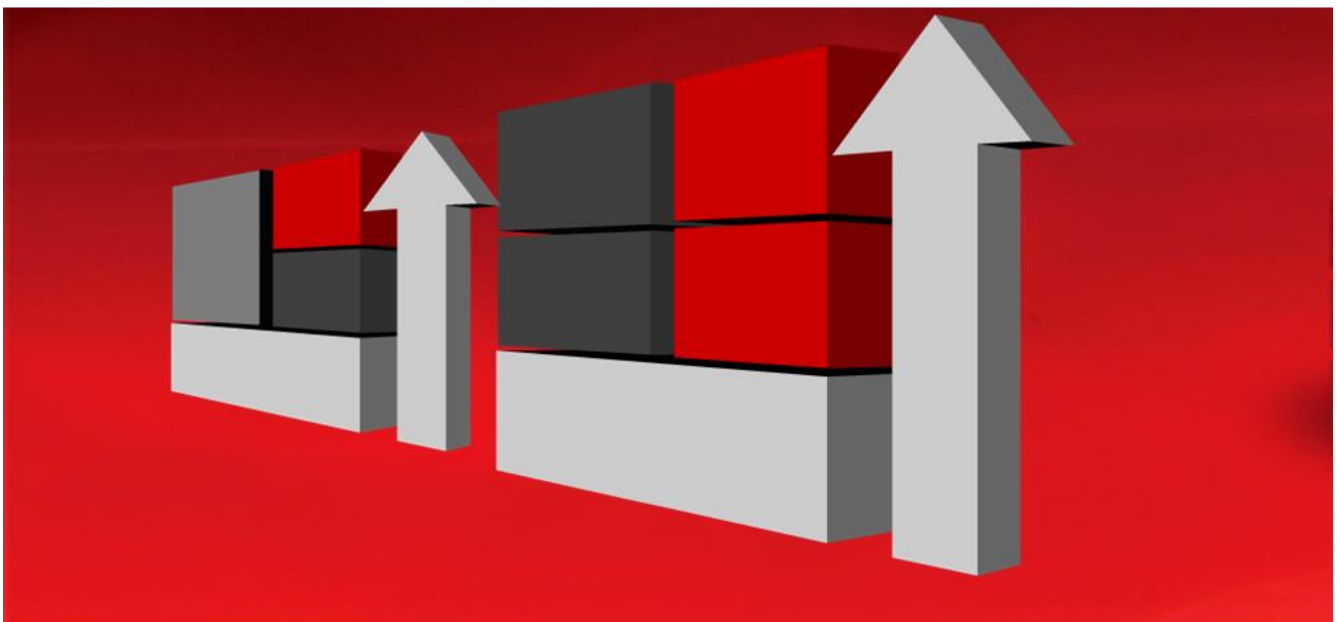


Avaya Sales and Design Credential Guide

- Avaya Professional Sales Specialist (APSS)
- Avaya Professional Design Specialist (APDS)
- Avaya Certified Design Specialist (ACDS)



01 October 2017

Purpose:

This guide provides background and planning information for the Avaya Professional Sales Specialist (APSS), Avaya Professional Design Specialist (APDS) and Avaya Certified Design Specialist (ACDS) credentials.

Information in the document is presented as of **01 October 2017** unless noted otherwise.

For the latest information on the Avaya Professional Credential Program and the training curriculums that support it, log-in to the Avaya Learning Center www.avaya-learning.com.

- Avaya Professional Sales & Design Credential availability
- Avaya Certified Design Credential availability
- Test Preparation and Foundational Knowledge
- Credential Program Policies and Procedures
- Information on the Avaya Credential Management System which allows credential holders to access their credential transcripts, download certificates and logos as well as publish credential verification reports for viewing by authorized 3rd parties.
- Registration of Online Tests
- News Highlights covering the most recent enhancements to Avaya Learning Center offerings and Avaya Professional Credential Program

Table of Contents

1.	Avaya Professional Credential Program Overview	4
2.	Avaya Sales and Design Credential Program Structure	5
3.	Avaya Professional Sales Specialist (APSS) Description	6
4.	Avaya Professional Design Specialist (APDS) Description	7
5.	Avaya Certified Design Specialist (ACDS) Description.....	7
6.	Credential Portfolio Overview	8
7.	Preparing For and Scheduling Avaya Online Tests and Proctored Exams	9
8.	APSS, APDS, and ACDS Core Training Course Curriculum Maps	11
8.1	Avaya Professional Sales Specialist (APSS)	12
8.2	Avaya Professional Design Specialist (APDS)	17
8.3	Avaya Certified Design Specialist (ACDS).....	19
	Appendix A – APSS, APDS, and ACDS Knowledge and Skills Matrices	22
	Appendix B - Credential Listing and Test Requirements.....	23

1. Avaya Professional Credential Program Overview

The Avaya Professional Credential Program is designed to ensure individuals have the knowledge and skills to successfully sell, design, implement and maintain Avaya products and solutions that exceed customer expectations. The Avaya Professional Credential Program currently consists of Sales, Design, and Services credentials and distinguishes between solution Credentials and Product Specific Credentials.

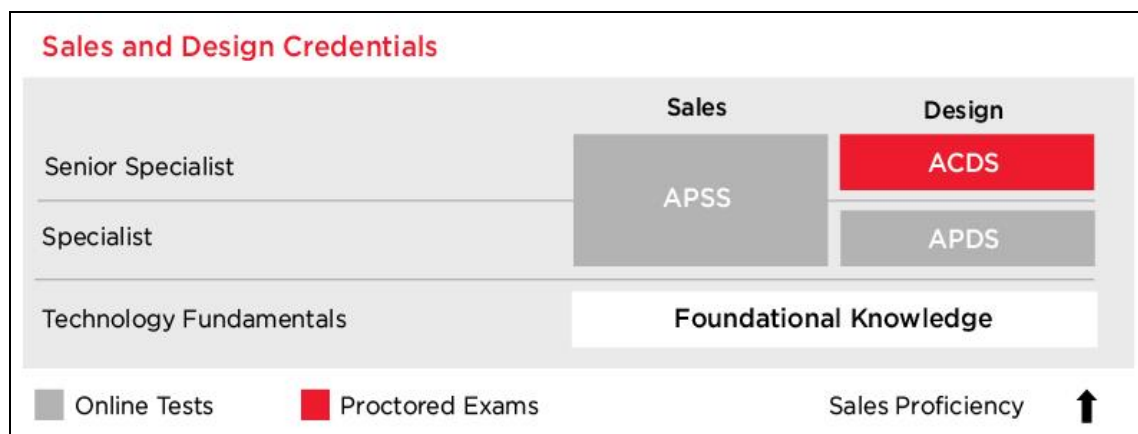
Sales and Design Credentials

Avaya Engagement Solutions Certifications

- Avaya Certified Design Specialist (ACDS)

Avaya Product Professional Credentials

- Avaya Professional Design Specialist (APDS)
- Avaya Professional Sales Specialist (APSS)



Services Credentials

Avaya Engagement Solutions Certifications

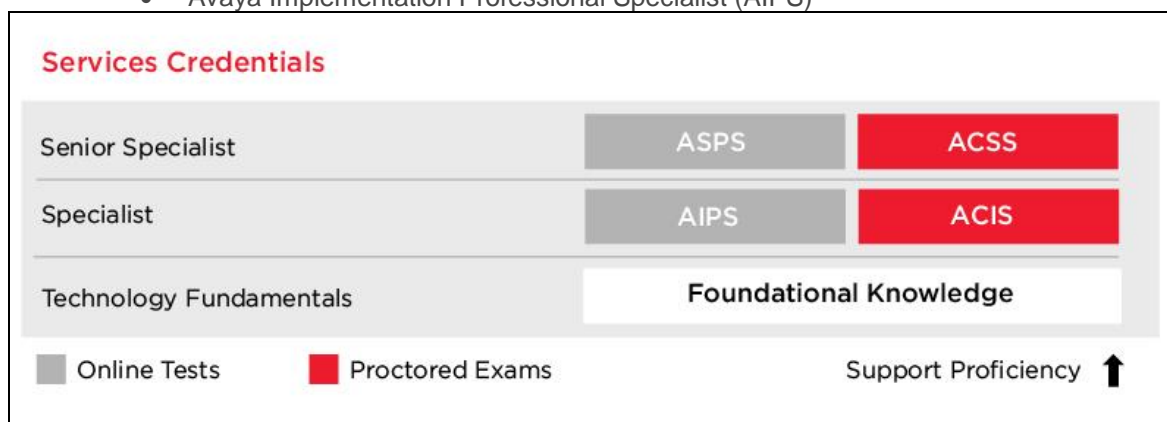
- Avaya Certified Solution Specialist (ACSS)
- Avaya Certified Integration Specialist (ACIS)

Avaya Product Certifications

- Avaya Certified Support Specialist (ACSS)
- Avaya Certified Implementation Specialist (ACIS)

Avaya Product Professional Credentials

- Avaya Support Professional Specialist (ASPS)
- Avaya Implementation Professional Specialist (AIPS)



Avaya uses a blend of online tests and proctored exams to validate competencies. Professional Specialist credentials are awarded based upon passing Online Tests. Certified Credentials incorporate Proctored Exams and Online Tests as a requirement to earn the credential.

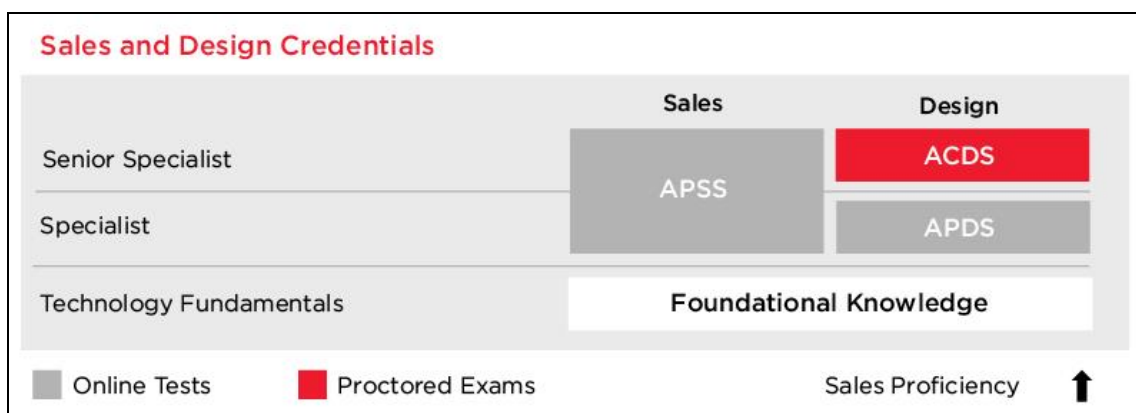
The Avaya Professional Sales Specialist (APSS), Avaya Professional Design Specialist (APDS) and Avaya Certified Design Specialist (ACDS) credentials are the Avaya sales and design authorizations validating knowledge and skills in the areas of selling and designing Avaya products and solutions.

The Avaya Services credentials validate knowledge and skills in the areas of implementation, administration, maintenance and troubleshooting for Avaya products and solutions.

This guide provides background and planning information for the Avaya Professional Sales Specialist (APSS), Avaya Professional Design Specialist (APDS) and Avaya Certified Design Specialist (ACDS) credentials.

2. Avaya Sales and Design Credential Program Structure

Avaya Professional Specialist credentials are awarded based upon passing Online Tests delivered on the Avaya Learning Center. Avaya Certified credentials incorporate Proctored Exams delivered at Pearson VUE Testing Centers and may also incorporate Online Tests as a requirement to earn the credential.



Not all solution areas have both Avaya Professional Sales Specialist (APSS) and Avaya Professional Design Specialist (APDS) credentials. The types of credentials and the number of Online Tests to earn a credential is a function of the solution's complexity in the areas of sales and design.

The Avaya Certified Design Specialist (ACDS) credential validates the candidate has an intermediary level of technical proficiency to create specific Greenfield, upgrade and migration solution designs based on customer business needs.

The ACDS portfolio has undergone a major redesign to provide the Avaya Sales Engineer (SE) community a growth path to mastery in Avaya Engagement Solutions. The ACDS curriculum for Avaya Engagement Solutions instills a common methodology and approach to solution design across the entire SE community and builds upon the foundation established with the Avaya Professional Design Specialist (APDS) curriculum.

In support of the Avaya Professional Credential Program, Avaya Learning offers a wide variety of training content to meet the needs of our Partners, Customers, and Associates.

Fundamental to all earning Avaya Professional Credentials is a solid understanding of the core technologies upon which the products and solutions are built. Avaya recommends the Programs of leading industry players to provide foundational knowledge: WestNet Learning (Foundational Technology Expert) and The SIP School (SSCA).

3. Avaya Professional Sales Specialist (APSS) Description

This credential validates that the candidate has a basic-to-intermediary level of knowledge to sell Avaya products and customer focused solutions.

Qualified candidates typically have sales skills background and have had success in closing deals.

The Credential will equip the sales candidate with the ability to:

- Articulate the purpose and features of a given product/solution.
- Craft appropriate probing questions to use with constituents (IT, LOB, CxO) to identify details about their problems that can form the basis for the solution ROI.
- Leverage this knowledge in developing a set of solution capabilities that can be delivered to address a client's problems.
- Communicate the value of the offers and associated services offerings (software, applications, hardware and software-based, as applicable).
- Communicate market position, technology, and product expertise and how it addresses key or common business problems found within particular market segments.

This credential is valid for two years, uses online test(s), and is reserved exclusively for Avaya Channel Partners and Associates.

Exception: APSS – Avaya Aura® Application Server 5300 (APSS -1101) remains a one year credential until further notice.

4. Avaya Professional Design Specialist (APDS) Description

This credential validates that the candidate has an introductory level of technical proficiency necessary to create specific designs and build foundational knowledge for solution designs based on the customer requirements.

Qualified candidates typically have technical awareness and understanding of solutions and products within a portfolio and the credential will aid them in understanding:

- Understand typical customer issues and trends in the target market.
- Discuss the products in a portfolio and explain the role they play in a solution: functionalities, capabilities, interdependencies, integration, interoperability, upgrade/migration requirements.
- Describe the value and functionalities a solution made up by the products in a portfolio bring to the customer.
- Discuss the available services and support (ProServ and/or AGS) options for a product or solution.
- Describe licensing options.
- Compare, contrast and position a solution over a competitor.
- Conduct application discovery.
- Clarify customer's request, current configuration and future needs.

This credential is valid for two years, uses online test(s) and is reserved exclusively for Avaya Channel Partners and Associates.

5. Avaya Certified Design Specialist (ACDS) Description

The Avaya Certified Design Specialist (ACDS) credential validates that the candidate has an intermediary level of technical proficiency necessary to create specific Greenfield, upgrade and migration solution designs based on customer business needs.

Avaya recognizes that individuals responsible for designing customer **solutions** demonstrate advanced Sales Engineering skills and therefore should be distinguished with a credential that signifies their achievement.

Qualified candidates must have an APDS Certification in the portfolio they are attempting the ACDS in, and typically have intermediate Technical Sales Skills. The ACDS credential will aid them in their ability to:

- Create and explain Greenfield and legacy solution designs based on the customer discovery and requirements.
- Follow standard methodology during the customer discovery and designing process
- Create and diagram a complex solution architecture based on Avaya Reference Architectures
- Explain and estimate complex licensing scenarios
- Use given customer requirements and Avaya components, to recognize and recommend a solution design ready for pricing tool (i.e. ASD) configuration design.
- Compare and contrast the configuration design and BoM with the solution design and identify discrepancies.

The ACDS Certification is valid for 2 years, uses Online Tests and Proctored Exams, and is reserved exclusively for Avaya Channel Partners and Associates. To obtain an ACDS credential individuals need to hold the relevant APDS credential.

Note: The ACDS portfolio has undergone a major redesign to provide the Avaya Sales Engineer (SE) community a growth path to mastery in Avaya Engagement Solutions. The ACDS curriculum for Avaya Engagement Solutions instills a common methodology and approach to solution design across the entire SE community and builds upon the foundation established with the Avaya Professional Design Specialist (APDS) curriculum.

For additional Sales and Design credential comparative information see Appendix A – APSS, APDS and ACDS Knowledge and Skills Matrices.

6. Credential Portfolio Overview

Avaya Sales and Design Professional Credentials and Certifications are in alignment with Avaya's new era of Avaya Engagement Solutions and the Avaya Portfolio. The below diagram illustrates the available credentials and certifications offered as of **01 October 2017**.

The types of credentials and the number of online tests and proctored exams to earn a credential is a function of the solution's complexity in that particular area of sales and design.

Sales and Design Credentials



7. Preparing For and Scheduling Avaya Online Tests and Proctored Exams

Preparing for Avaya Sales and Design Online Tests and Proctored Exams

Log-in to the Avaya Learning Center at www.avaya-learning.com and use the “Catalog Search” functionality to search either by “Curriculum/Credential” or “Search by Course Code.”

The Avaya Professional Credential Program landing page provides additional information around available credentials and the Credential Program Links page provides useful program documentation and latest news.

Training is recommended and core training courses are often supplemented as part of a comprehensive study program. Review the credential, online test / proctored exam and all curriculum map training course descriptions to determine the scope of training and experience most appropriate for you to prepare for the online test or proctored exam.

Technology Fundamentals

Selling, designing, implementing and maintaining Avaya Products / Solutions require a solid understanding of the core technologies upon which they are built.

Avaya recommends the programs of leading industry players to provide foundational knowledge: WestNet Learning (Foundational Technology Expert) and The SIP School (SSCA).

Access the “Foundational Knowledge” link on the Avaya Professional Credential Program landing page to learn more about these important programs.

Taking an Avaya Online Test

Avaya Online Tests are taken via the Avaya Learning Center. Students are required to log in to the Avaya Learning Center via Avaya Single Sign-On (SSO) process.

For questions related to registering for an Online Test or the SSO process please contact the Helpdesk at:

- **Avaya Learning Help Desk Call Center**
Call 866-Avaya-54 or 866-282-9254 [North American Region]
Outside North America: [Regional Local Number Listing](#)
- **Avaya Learning Help Desk Website**
 - Partners submit a request to the Support team at <https://partner-itss.avaya.com>
 - Avaya Associates submit a request to the Support team at <http://itss.avaya.com>

To register for an Avaya online test, log in to www.avaya-learning.com

Online Test Re-take Policy

Avaya Learning policy allows three pre-course attempts for all online tests. If you do not pass the online test you must re-register to attempt it again. If you have not passed the online test after the third attempt, you will need to complete the associated learning activity and call the Avaya Learning Center Help Desk requesting a re-set for that specific online test.

Please note: This policy applies only to online tests.

Scheduling a Proctored Exam at Pearson VUE Test Centers

Pearson VUE Authorized Test Centers represent a network of Pearson VUE independent business partners primarily in the commercial and academic market spaces. Availability of testing centers varies by city/state/geographic region based upon business partner participation in the Pearson VUE testing program.

As independent business partners, Pearson VUE Test Centers establish their own hours of operation and testing seat capacity. Reservations are accepted on a first come / first serve basis independent of the vendor exam chosen. Test Center, Online or Pearson VUE Call Center reservations all work from the same inventory of available testing sessions. Contacting a Pearson VUE Test Center can provide candidates with the best understanding of what parameters drive a Center's days / hours of operation; this can be particularly helpful for Testing Centers associated with academic institutions.

Pearson VUE encourages candidates to book testing sessions well in advance (2+ months) to help ensure individual requirements can be met. Candidate demand often fluctuates. Visit the Pearson VUE website at www.pearsonvue.com/avaya to see currently available Avaya exams, regional exam pricing and register for a proctored exam session.

8. APSS, APDS, and ACDS Core Training Course Curriculum Maps

Following are the core training course Curriculum and Learning Maps for APSS, APDS and ACDS credentials available as of **01 October 2017**.

For the most current information on the Avaya Credential Curriculum and Learning Maps including Foundational Knowledge and Supplemental Learning options visit the Avaya Learning Center www.avaya-learning.com.

For questions related to registering for an Online Test or the SSO process please contact the Helpdesk at:

- **Avaya Learning Help Desk Call Center**
Call 866-Avaya-54 or 866-282-9254 [North American Region]
Outside North America: [Regional Local Number Listing](#)
- **Avaya Learning Help Desk Website**
 - Partners submit a request to the Support team at <https://partner-itss.avaya.com>
 - Avaya Associates submit a request to the Support team at <http://itss.avaya.com>

As of 01 October 2017

Avaya Certified Design Certifications	APSS	APDS	ACDS
Avaya Midmarket Solutions Design	N/A	N/A	Available
Avaya Enterprise Team Engagement Solutions Design	N/A	N/A	Available
Avaya Breeze™ Design	N/A	N/A	Available
Avaya IP Office Contact Center	N/A	N/A	Available
Avaya Enterprise Customer Engagement Solutions Design	N/A	N/A	Available
Avaya Oceana™ Solution Design	N/A	N/A	Available
Avaya Professional Sales and Design Credentials			
Avaya Midmarket Solutions	Available	Available	N/A
OnAvaya™ - Google™ Cloud Platform	Available	N/A	N/A
Avaya Contact Center Solutions for IP Office	Available	N/A	N/A
Avaya Video Conferencing Solutions	Available	Available	N/A
Avaya Enterprise Team Engagement Solutions	Available	Available	N/A
Avaya Aura® Application Server 5300	Available	N/A	N/A
Avaya Customer Engagement Solutions	Available	Available	N/A
Avaya Pod Fx™	Available	Available	N/A
Avaya Enterprise Cloud	Available	N/A	N/A
Avaya Midmarket Cloud	Available	N/A	N/A
Available Credentials	10	5	6

8.1 Avaya Professional Sales Specialist (APSS)

APSS - Avaya Midmarket Solutions (APSS - 1000)

To earn the APSS - Avaya Midmarket Solutions Credential			
Overview Course:			
Web	4600W	Avaya IP Office™ Platform Overview	0.75 hour
Product Component Courses:			
Web	4601W	Avaya IP Office™ Platform - Components	0.75 hour
Web	4602W	Avaya IP Office™ Platform - Editions	1.00 hour
Compliance Course:			
Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
Online Tests:			
Online Test	4610T	APSS Small and Midmarket Communications Online Test	1.00 hour
Online Test	4990A or 4990ARUS	Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test	0.25 hour

APSS – OnAvaya™ - Google™ Cloud Platform (APSS - 4710)

To earn the APSS – OnAvaya™ - Google™ Cloud Platform Credential			
Overview Course:			
Web	4721W	Selling Engagement OnAvaya™ - Google™ Cloud Platform Overview	0.75 hour
Product Component Course:			
Web	4722W	Selling Engagement OnAvaya™ - Google™ Cloud Platform Components	0.25 hour
Compliance Course:			
Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
Online Tests:			
Online Test	4730T	APSS OnAvaya™ - Google™ Cloud Platform Online Test	1.00 hour
Online Test	4990A or 4990ARUS	Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test	0.25 hour

APSS – Avaya Contact Center Solutions for IP Office (APSS - 1001)

To earn the APSS – Avaya Contact Center Solutions for IP Office Credential

Recommended fundamental Learning

Learning Link

APSS – 1000 Avaya Midmarket Solutions Credential

Courses:

Web	4710W	Selling the Avaya Contact Center Solutions for IP Office™ Platform Overview	0.50 hour
Web	4711W	Avaya Contact Center Solutions for IP Office™ Components	1.00 hour

Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
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Online Tests:

Online Test	4710T	Avaya Contact Center Solutions for Avaya IP Office Online Test	1.00 hour
Online Test	4990A or 4990ARUS	Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test	0.25 hour

APSS - Avaya Enterprise Team Engagement Solutions (APSS - 1100)

To earn the APSS - Avaya Enterprise Team Engagement Solutions Credential

Overview Courses:

Web/WBT	4300W	Avaya Team Engagement Portfolio Overview	0.75 hour
Web/WBT	4314W	Avaya UC Experience Strategy and Positioning Overview	0.75 hour
Web/WBT	4311W	Selling Avaya Messaging Solutions Overview	0.50 hour
Web/WBT	4521W	Selling Avaya Video Conferencing Solutions Overview	0.75 hour
Web/WBT	4322W	Selling Zang-Avaya “Born-in-the-Cloud” Collaboration Services	0.75 hour
Web/WBT	4315W	Avaya Equinox™ Solution	0.25 hour

Product Component Courses:

Web/PID	4301W	Avaya Team Engagement - Core Components	1.25 hours
Web/PID	4302W	Avaya Team Engagement - Gateways and Endpoints	0.75 hour
Web/PID	4303W	Avaya Team Engagement - Cloud	0.25 hour
Web/PID	4304W	Avaya Team Engagement Soft Clients – Components	0.75 hour
Web/PID	4305W	Avaya Team Engagement Applications Components	1.00 hour
Web/PID	4306W	Avaya Messaging	0.25 hour
Web/PID	4310W	Real-time Communications Applications: Avaya Breeze™ and Snap-ins (Part 1)	0.50 hour
Web/PID	4313W	Real-time Communications Applications: Avaya Breeze™ and Snap-ins (Part 2)	0.50 hour
Web/PID	4312W	Avaya Aura® Suites Licencing	0.25 hour
Web/PID	4316W	Avaya Zang Solutions	0.50 hour
Web/PID	4511W	Avaya Scopia® Components Endpoints	1.00 hour
Web/PID	4512W	Avaya Scopia® Components MCUs/Gateways and Management	1.25 hours
Web/PID	4500W	Partner Hosted Video Cloud	0.25 hour
Web/PID	4514W	Avaya Video Cloud	0.25 hour

Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
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Online Tests:

Online Test	4410T	APSS Team Engagement Online Test	1.00 hour
Online Test	4990A or 4990ARUS	Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test	0.25 hour

APSS - Avaya Video Conferencing Solutions (APSS - 1401) formerly known as Avaya Scopia® Solution

To earn the APSS - Avaya Video Conferencing Solutions Credential

Overview Courses:

Web	4521W	Selling Avaya Video Conferencing Solutions Overview	0.75 hour
Web	4314W	Avaya UC Experience Strategy and Positioning Overview	0.75 hour

Avaya Scopia® Solutions - Core Courses:

Web/PID	4511W	Avaya Scopia® Components: Endpoints	1.00 hour
Web/PID	4512W	Avaya Scopia® Components: MCUs/Gateways and Management	1.25 hours
Web/PID	4515W	Avaya Equinox™ Solution	0.25 hour
Web/PID	4500W	Partner Hosted Video Cloud	0.25 hour
Web/PID	4514W	Avaya Video Cloud	0.25 hour

Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
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Online Tests:

Online Test	4520T	APSS - Avaya Video Conferencing Solutions Online Test	1.00 hour
Online Test	4990A or 4990ARUS	Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test	0.25 hour

APSS - Avaya Aura® Application Server 5300 (APSS - 1101)

To earn the APSS - Avaya Aura® Application Server 5300 credential

Courses:

On Demand	2U00175O	Selling Avaya Aura® Application Server 5300 (AS 5300) 3.0 - L1	0.50 hour
On Demand	2U00176O	Selling Avaya Aura® Application Server 5300 (AS 5300) 3.0 - L2	0.50 hour

Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
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Online Test:

Online Test	2U00177A	Selling Avaya Aura® Application Server 5300 (AS 5300) Online Test	0.50 hour
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APSS - Avaya Customer Engagement Solutions (APSS - 1200)

To earn the APSS - Avaya Customer Engagement Solutions Credential

Overview Courses:

Web	4151W	Selling Customer Engagement Solutions - Overview	0.50 hour
Web	4141W	Selling Avaya Oceana™	0.70 hour

Product Component Courses:

Web/PID	4148W	The Basics of Cost Justification and Selling Oceana Using the Oceana ROI Tool	0.50 hour
Web/PID	4143W	Avaya Oceana™ Solution	0.25 hour
Web/PID	4110W	Omnichannel Automated - Part 1	0.75 hour
Web/PID	4111W	Omnichannel Automated - Part 2	0.75 hour
Web/PID	4112W	Actionable Insight	1.00 hour
Web/PID	4113W	Omnichannel Assisted - Part 1	0.75 hour
Web/PID	4114W	Omnichannel Assisted - Part 2	0.75 hour
Web/PID	4115W	Omnichannel Assisted: Avaya Breeze™ and Snap-ins (Part 1)	0.50 hour
Web/PID	4116W	Omnichannel Assisted: Avaya Breeze™ and Snap-ins (Part 2)	0.50 hour
Web/PID	4127W	Customer Engagement Suites	0.50 hour
Web/PID	4133W	Avaya Oceanalytics™ Insights	0.25 hour
Web/PID	4146W	Avaya Cloud	0.25 hour

Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
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Online Tests:

Online Test	4150T	APSS Avaya Customer Engagement Solution Online Test	1.00 hour
Online Test	4990A or 4990ARUS	Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test	0.25 hour

APSS - Avaya Pod Fx™ (APSS - 4800)

To earn the APSS - Avaya Pod Fx™ Credential

Overview Course:

Web	4801W	Selling Avaya Pod Fx	1.00 hour
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Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
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Online Tests

Online Test	4810T	APSS Avaya Pod Fx™ Online Test	1.00 hour
Online Test	4990A or 4990ARUS	Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test	0.25 hour

APSS - Avaya Enterprise Cloud (APSS - 4320) *(planned for release late in October)*

To earn the APSS - Avaya Enterprise Cloud Credential

Overview Course:

Web	4320W	Selling Avaya Cloud Solutions	0.75 hour
Web	4321W	Selling Avaya Enterprise Cloud Solutions	TBD
Web	4324W	Selling Avaya Equinox Meetings Online	0.25 hour
Web	4322W	Selling Zang - Avaya "Born-in-the-Cloud" Collaboration	0.75 hour
Web	4146W	Avaya Enterprise Cloud: xCaaS (Avaya Cloud)	0.25 hour
Web	4514W	Avaya Video Cloud	0.25 hour
Web	4316W	Avaya Zang Solutions	0.50 hour

Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
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Online Tests

Online Test	4320T	APSS Avaya Cloud for Enterprise Online Test	1.00 hour
Online Test	4990A or 4990ARUS	Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test	0.25 hour

APSS - Avaya Midmarket Cloud (APSS - 4715) *(planned for release late in October)*

To earn the APSS - Avaya Enterprise Cloud Credential

Overview Course:

Web	4320W	Selling Avaya Cloud Solutions	0.75 hour
Web	4322W	Selling Zang - Avaya "Born-in-the-Cloud" Collaboration	0.75 hour
Web	4715W	Selling Avaya Midmarket Cloud Solutions	xx hour
Web	4316W	Avaya Zang Solutions	0.50 hour

Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
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Online Tests

Online Test	4715T	APSS Avaya Cloud for Midmarket Online Test	1.00 hour
Online Test	4990A or 4990ARUS	Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test	0.25 hour

8.2 Avaya Professional Design Specialist (APDS)

APDS – Avaya Midmarket Solutions (APDS – 3770)

To earn the APDS - Avaya Midmarket Solutions Credential

Courses:

Web	3720W	Avaya Midmarket Solutions Overview	1.50 hours
Web	3740W	Avaya Midmarket Solutions Customer Field Study	3.00 hours

Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
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Online Tests:

Online Test	3771T	APDS Avaya Midmarket Solutions Online Test	1.50 hour
Online Test	4990A or 4990ARUS	Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test	0.25 hour

APDS – Avaya Video Conferencing Solutions (APDS – 2301) formerly known as Avaya Scopia® Solution

To earn the APDS - Avaya Video Conferencing Solutions Solution Credential

Courses:

Web	3281W	Avaya Video Conferencing Solutions Overview	2.50 hour
Web	3283W	Avaya Video Conferencing Solutions Customer Field Story	1.00 hour

Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
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Online Tests:

Online Test	3271T	APDS Avaya Video Conferencing Solutions Online Test	1.50 hour
Online Test	4990A or 4990ARUS	Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test	0.25 hour

APDS – Avaya Enterprise Team Engagement Solutions (APDS – 3170)

To earn the APDS - Avaya Enterprise Team Engagement Solutions credential

Courses:

Web	3120W	Avaya Aura Solutions Overview	2.00 hours
Web	3150W	Avaya Aura Solutions Customer Field Study	1.00 hour
Web	3140W	Avaya Equinox Solutions Overview	2.50 hours
Web	3170W	Avaya Equinox Solutions Customer Field Study	1.00 hour
Web	3160W	Avaya Breeze™ Overview and Customer Field Study	2.00 hours

Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
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Online Tests:

Online Test	3171T	APDS Avaya Enterprise Team Engagement Solutions Online Test	1.50 hours
Online Test	3175T or 3175TRUS	APDS Avaya Breeze™ Online Test	1.50 hours
Online Test	4990A or 4990ARUS	Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test	0.25 hour

APDS – Avaya Customer Engagement Solutions (APDS – 3370)

To earn the APDS - Avaya Customer Engagement Solutions credential

Courses:

Web	3320W	Avaya Customer Engagement Platforms Overview	2.00 hours
Web	3330W	Avaya Customer Engagement Administration and Applications Overview	2.50 hours
Web	3340W	Avaya Customer Engagement Solutions Customer Field Study	1.50 hours
Web	3420W	Avaya Oceana™ Solutions Design Fundamentals	2.00 hours

Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
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Online Tests:

Online Test	3371T	APDS Avaya Customer Engagement Solutions Online Test	1.50 hours
Online Test	3470T or 3470TRUS	Avaya Oceana Solutions Design Fundamentals Online Test	1.50 hours
Online Test	4990A or 4990ARUS	Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test	0.25 hour

APDS – Avaya Pod Fx™ (APDS – 3670)

To earn the APDS - Avaya Pod Fx™ credential

Courses:

Web	3620W	Avaya Pod Fx™ Overview	1.00 hour
Web	3640W	Avaya Pod Fx™ Customer Field Study	1.00 hour

Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
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Online Tests:

Online Test	3671T	APDS Avaya Pod Fx™ Online Test	1.50 hours
Online Test	4990A or 4990ARUS	Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test	0.25 hour

8.3 Avaya Certified Design Specialist (ACDS)

ACDS – Avaya Midmarket Solutions Design (ACDS – 3780)

To earn the ACDS - Avaya Midmarket Solutions Design credential

Students must hold the APDS - 3770 – Avaya Midmarket Solutions Credential

Courses:

Virtual	3760V	Designing Avaya Midmarket Solutions	40.00 hours
Web	3720W	Avaya Midmarket Solutions Overview	2.00 hours
Web	3740W	Avaya Midmarket Solutions Customer Field Study	3.00 hours

Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
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Exam and Online Tests:

Exam	3780X	Avaya Midmarket Solutions Design Exam	2.00 hours
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Plus Online Tests set as requirements to earn the APDS - 3770

ACDS – Avaya Enterprise Team Engagement Solutions Design (ACDS – 3185)

To earn the ACDS - Avaya Enterprise Team Engagement Solutions Design credential

Students must hold APDS - 3170 – Avaya Enterprise Team Engagement Solutions Credential

Courses:

Web	3120W	Avaya Aura Solutions Overview	2.00 hours
Web	3140W	Avaya Equinox Solutions Overview	2.50 hours
Web	3150W	Avaya Aura Solutions Customer Field Study	1.00 hour
Web	3160W	Avaya Breeze Overview and Customer Field Study	2.00 hours
Web	3170W	Avaya Equinox Solutions Customer Field Study	1.00 hour
Virtual	3180V	Designing Avaya Communications Optimization Solutions	32.00 hours
Virtual	3185V	Designing Avaya Productivity and Growth Enablement Solutions	32.00 hours

Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
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Exam and Online Tests:

Exam	3185X	Avaya Enterprise Team Engagement Solutions Design Exam	2.00 hours
Online Test	3180T	Designing Avaya Communications Optimization Solutions Test	1.50 hours

Plus Online Tests set as requirements to earn the APDS - 3170

ACDS – Avaya Breeze™ Design (ACDS – 3181)

To earn the ACDS - Avaya Breeze™ Design credential

Courses:

Virtual	3002V	Designing Avaya Breeze™	24.00 hours
Web	3160W	Avaya Breeze Overview and Customer Field Study	2.00 hours

Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
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Exam and Online Tests:

Exam	3002X	Avaya Breeze™ Design Exam	1.50 hours
Online Test	3175T	APDS Avaya Breeze™ Online Test	1.50 hours
Online Test	4990A or 4990ARUS	Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test	0.25 hour

ACDS – Avaya IP Office Contact Center (ACDS – 3782)

To earn the ACDS - Avaya IP Office Contact Center Design credential

Students must hold the APDS - 3770 – Avaya Midmarket Solutions Credential

Courses:

Web	3720W	Avaya Midmarket Solutions Overview	1.50 hours
Web	3740W	Avaya Midmarket Solutions Customer Field Study	3.00 hours
Web	3782W	Designing Avaya IP Office™ Contact Center	6.00 hours
Web	3784W	Contact Center Basics for Avaya IP Office™ Contact Center	2.00 hours

Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hours
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Exam and Online Tests:

Exam	3782X	Avaya IP Office™ Contact Center Design Exam	1.75 hours
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Plus Online Tests set as requirements to earn the APDS - 3770

ACDS – Avaya Enterprise Customer Engagement Solutions Design (ACDS – 3380)

To earn the ACDS - Avaya Enterprise Customer Engagement Solutions Design credential

Students must hold the APDS - 3370 – Avaya Customer Engagement Solutions Credential

Courses:

Web	3320W	Avaya Customer Engagement Platforms Overview	2.00 hours
Web	3330W	Avaya Customer Engagement Administration and Applications Overview	2.50 hours
Web	3340W	Avaya Customer Engagement Solutions Customer Field Study	1.50 hours
Web	3420W	Avaya Oceana Solutions Design Fundamentals	2.00 hours
Virtual	3360V	Designing Avaya Customer Engagement Solutions	40.00 hours

Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
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Exam and Online Tests:

Exam	3380X	Avaya Customer Engagement Solutions Design Exam	1.50 hours
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Plus Online Tests set as requirements to earn the APDS - 3370

ACDS – Avaya Oceana™ Solutions Design (ACDS – 3480)

To earn the **ACDS - Avaya Enterprise Customer Engagement Solutions Design credential**

Courses:

Web	3420W	Avaya Oceana™ Solutions Design Fundamentals	2.00 hours
Web	3480W	Designing the Avaya Oceana™ Solution	8 hours

Compliance Course:

Web	4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance for Business Partners	0.25 hour
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Exam and Online Tests:

Exam	3480X	Avaya Oceana™ Solution Design Exam	1.50 hours
Online Test	3470T or 3470TRUS	Avaya Oceana™ Solutions Design Fundamentals Online Test	1.50 hours
Online Test	4990A or 4990ARUS	Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test	0.25 hours

Appendix A – APSS, APDS, and ACDS Knowledge and Skills Matrices

	APSS Avaya Professional Sales Specialist	APDS Avaya Professional Design Specialist	ACDS Avaya Certified Design Specialist
Goal	Awareness of the components in a portfolio and the ability to address customer issues and articulate the value of the components to the customers. Portfolio Overview Component Information Document	Acquire technical awareness and understanding of solutions and products within a portfolio to build foundational knowledge for solution design based on customer business issues.	Solution-Level Design: Create solution design based on customer requirements and business needs for greenfield and legacy customers.
Description	Explain the outcome the <component/product> brings to the customer. Identify what issues/problems in the customer base the component addresses. <ul style="list-style-type: none"> Describe market industry and trends. Communicate the business value of a component/product. Probe the customer for issues using qualifying questions. Compare, contrast and position a component/product over a competitor. Identify where to find current competitive analysis. Address Services offers that are part of the components. 	<ul style="list-style-type: none"> Understand typical customer issues and trends in the target market Discuss the products in a portfolio and explain the role they play in a solution: functionalities, capabilities, interdependencies, integration, interoperability, upgrade/migration requirements Describe the value and functionalities a solution made up by the products in a portfolio brings to the customer Discuss the available services and support (ProServ and/or AGS) options for a product or solution Describe licensing options Conduct application discovery Clarify customer's request, current configuration and future needs Compare, contrast and position a solution over a competitor Overcome objections 	<ul style="list-style-type: none"> Create and explain Greenfield and legacy solution designs based on the customer discovery and requirements. Follow standard methodology during the customer discovery and designing process Create and diagram a complex solution architecture based on Avaya Reference Architectures Explain and estimate complex licensing scenarios Use given customer requirements and Avaya components, to recognize and recommend a solution design ready for pricing tool (i.e. ASD) configuration design. Compare and contrast the configuration design and BoM with the solution design and identify discrepancies.
Audience	Avaya Associates and Avaya Channel Partners	Avaya Associates and Avaya Channel Partners	Avaya Associates and Avaya Channel Partners
Mastery	The individual will be prepared to sell the components/products comprising a given portfolio, address customer needs and discuss available services offers. Match products with the customer's need. <ul style="list-style-type: none"> Communication business value List the available support services 	The individual will be able to participate in discovery activities to understand customer or partner business requirements and translate them into technical requirements and map those to the appropriate Avaya solution or product. <ul style="list-style-type: none"> Conduct discovery conversation Clarify a customer's request, current configuration and future needs Match product capabilities or functionality with the customer's needs Explain how the combination of different products in a portfolio can be combined into one solution that solves specific business issues 	The individual will be able to perform "whiteboard" design, format, and present a Greenfield or legacy upgrade/migration solution. <ul style="list-style-type: none"> Conduct detailed information discovery Use design methodology to translate customer requirements and needs into an Avaya solution design Compare configuration design/BoM with the solution design and identify discrepancies. Plan and validate solution design with customer Present solution proposal to customer

Appendix B - Credential Listing and Test Requirements

The Credential Listing and Test Requirements chart has been removed and was replaced by a separate document. Refer to [Avaya Professional Credential Program Life Cycle](#) located on the [Credential Program Information Links](#) page under **Credential Support** documents.

(End of document)