Embracing Simplification

Avaya Streamlines Its Services Credential and Certification Program

Avaya is consolidating its Credential and Certification Program into a single credential program category for Service Technicians - now named the Avaya Services Technical Associate (ASTA). Benefits to students include:

- A single platform for test delivery and online on-demand testing
- Elimination of external examination fees
- Investment protection and a simplified skill validation process for participants

Details:

- Beginning March 1, 2025, Avaya will automatically grant the specified ASTA credential (issued with no initial expiration date) to students holding a current ACIS and/or ACSS certification. Credential holders will therefore maintain their existing ACIS and/or ACSS until the expiration date reflected on their individual record as recognition of the investment made.
- As the new ASTA offerings become available, Avaya will introduce Online Tests through the Avaya Learning Center, replacing current Proctored Exams.
- Avaya's current portfolio of training will continue to be available on the Avaya Learning site: Avaya Learning.
- Avaya Proctored Exams will be available at Pearson VUE Testing Services until February 28, 2025, the final day of exam registration and delivery.

Avaya is committed to fostering competency and knowledge among its Partner and Customer students, enabling them to maximize the value of Avaya's Solution Portfolio. A streamlined Credential and Certification Program supports this objective.

Details on all program changes and the migration process, along with FAQs, will also be provided on the Avaya Learning Site website in the coming weeks.

Questions?

For any other questions, please contact one of the Global Support Numbers.