# New Curricula and Credential for Avaya Control Manager for Cloud Service Providers

## Overview

Avaya Learning is pleased to release updated courseware and testing as well as a new curricula and credential offering associated to Avaya Control Manager for Cloud Service Providers.

- **Refreshed Curricula and Online Test for AIPS - 4303**

- **New Credential Release**

    o   (ASPS – 5307) Avaya Control Manager for Cloud Service Providers

## Avaya Control Manager

Avaya Control Manager simplifies the job in Avaya contact center environments. It is one tool that can impact customer experience almost immediately after implementation. Avaya Control Manager is a Web-based application that provides you with secure, economical, efficient, single-point management of contact center resources — from back-office operations, to self-service and agent-assisted customer interactions.
For more information refer to the [Fact Sheet](#).

## Curricula and Online Test for AIPS – 4303 Avaya Control Manager for Cloud Service Providers refreshed

Avaya is pleased to announce that the curricula and online test for AIPS – 4303 is reviewed and updated to be aligned with the latest xCaaS 2.1 offering. The Credential Requirement to earn Avaya Control Manager AIPS – 4303 remain the same and are posted on the associated [learning map](#) hosted on the Avaya Learning Center.

**Note: Credential Title Change**

While updating and refining the training for the AIPS - 4303 credential as mentioned above and in conjunction with the new credential offering ASPS - 5307, Avaya will also rebrand the credential for AIPS - 4303 to "Avaya Control Manager Instance Management for Cloud Service Providers". Students holding the AIPS - 4303 credential today will see the retitling on their Avaya Credential Management System (CMS) Transcript by end of June 2018.

The Online Test title for 2092T changes to Avaya Control Manager Instance Configuration and Administration Test for Cloud Service Providers.

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## New Credential Release

Avaya Learning is pleased to announce the new credential offering associated with Avaya Control Manager.

- o (ASPS - 5307) Avaya Control Manager for Cloud Service Providers
  Visit the Avaya Learning Map today

## Credential Requirement and curricula for New Credential Release

### (ASPS - 5307) Avaya Control Manager for Cloud Service Providers

To earn the ASPS - 5307 students need to successfully pass the following Avaya Online Test delivered on the Avaya Learning Center:

- ▶ 5307T Avaya Control Manager Implementation and Support Test for Cloud Service Providers

The following recommended curriculum and Online Test are available on the Avaya Learning Center (www.avaya-learning.com) upon outlined availability date. Avaya Learning recommends to proceed with the training in the below shown order.

### (ASPS - 5307) Avaya Control Manager for Cloud Service Providers

| Offer Code | Title | Available |
|---|---|---|
| 7092W | Installing Avaya Control Manager | Now |
| 2092W | Configuring Avaya Control Manager for Customer Service Providers | Now |
| 7093W | Upgrading and Supporting Avaya Control Manager for Customer Service Providers | 29 June 2018 |
| 5307T | Avaya Control Manager Implementation and Support Test for Cloud Service Providers | 29 June 2018 |

## Channel Partner Note

The Avaya Solution Authorization Policy outlines in detail the requirements at partner level to sell and service Avaya Solutions and is posted on the Avaya Partner Portal (log-in to the Avaya Partner Portal is required to access the document).

## Questions?

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