

Avaya Enterprise Team Engagement Solutions - New Services Credentials to launch (ACIS and ACSS)

Update December 08, 2016 - Exam releases; credential replacement
 Update November 15, 2016: Revised Schedule

Overview

As previously announced, Avaya Learning is redefining Avaya Services credentials (ACIS and ACSS) in support of Avaya Engagement Solutions providing a simplified representation of Avaya credential offerings that address today’s most pressing business challenges.

To ensure Service Technicians are prepared to integrate and support Avaya Enterprise Team Engagement Solutions, Avaya Learning is pleased to introduce integration and support credentials for Avaya Aura® Core Components, Avaya Aura® Communication Applications and Avaya Aura® Collaboration Applications.

CRED CODE	CREDENTIAL TITLE
ACIS - 7120	ACIS - Avaya Aura® Core Components
ACSS - 7220	ACSS - Avaya Aura® Core Components
ACIS - 7130	ACIS - Avaya Aura® Communication Applications
ACSS - 7230	ACSS - Avaya Aura® Communication Applications
ACIS - 7140	ACIS - Avaya Aura® Collaboration Applications
ACSS - 7240	ACSS - Avaya Aura® Collaboration Applications

In addition Avaya Learning releases the following two credentials on Avaya Enterprise Team Engagement Solutions covering Avaya Aura® Core, Communication Applications and Collaboration Applications based on holding a subset of individual credentials.

CRED CODE	CREDENTIAL TITLE
ACIS - 7190	ACIS - Avaya Enterprise Team Engagement Solutions
ACSS - 7290	ACSS - Avaya Enterprise Team Engagement Solutions

Avaya Enterprise Team Engagement Solutions

Avaya is helping customers to move beyond communication and collaboration into a new “era of engagement” where they can enjoy effortless mobility, deliver a better customer experience, increase productivity and profitability.

- Team Engagement Solutions include integration with the Avaya Aura® Platform infrastructure providing built-in reliability, security and scalability through a variety of mobile and desktop devices or clients. Teams are empowered to actively share ideas or information using collaboration tools with simple, secure access for mobile and virtual users that increases productivity through immediate responsiveness.
- Achieve reduced total cost of ownership—not just for conferencing but moving your Avaya Aura® to a virtualized infrastructure helps consolidate applications on fewer servers through consolidated applications onto virtual appliances.
- Build an ecosystem that grows in tandem with the customer business. Modernize the existing communications ecosystem by centralizing and simplifying underlying technology infrastructures.
- Take advantage of new licensing models, and move cost to an efficient operating expense model.

Avaya Enterprise Team Engagement Solutions Services Credential Requirements

Credentials on Avaya Aura® Core Components, Communication Applications and Collaboration Applications:

Avaya Certified Integration Specialist Credentials (ACIS):

Earning the **ACIS - 7120 Avaya Aura® Core Components credential** requires successful completion of the following Avaya Exam:

- #7120X Avaya Aura® Core Components Integration Exam

Earning the **ACIS - 7130 Avaya Aura® Communication Applications credential** requires successful completion of the following Avaya Exam:

- #7130X Avaya Aura® Communication Applications Integration Exam

Earning the **ACIS - 7140 Avaya Aura® Collaboration Applications credential** requires successful completion of the following Avaya Exam:

- #7140X Avaya Aura® Collaboration Applications Integration Exam

Avaya Certified Support Specialist Credentials (ACSS):

The equivalent ACIS credential is a requirement towards earning the ACSS credential in addition to passing the specific Support Exam.

Earning the **ACSS - 7220 Avaya Aura® Core Components credential** requires successful completion of the following:

- #7220X Avaya Aura® Core Components Support Exam
- Holding the ACIS - 7120 Credential

Earning the **ACSS - 7230 Avaya Aura® Communication Applications credential** requires successful completion of the following:

- #7230X Avaya Aura® Communication Applications Support Exam
- Holding the ACIS - 7130 Credential

Earning the **ACSS - 7240 Avaya Aura® Collaboration Applications credential** requires successful completion of the following:

- #7240X Avaya Aura® Collaboration Applications Support Exam
- Holding the ACIS - 7140 Credential

Credentials on Avaya Enterprise Team Engagement Solutions

Avaya Certified Integration Specialist - Avaya Enterprise Team Engagement Solutions (ACIS - 7190) credential certifies the candidate has achieved a level of proficiency required to integrate and implement Avaya Enterprise Team Engagement core and complex solutions using reference architectures from Avaya customer scenarios based on holding the following three credentials:

- ACIS – 7120, ACIS - Avaya Aura® Core Components credential
- ACIS – 7130, ACIS - Avaya Aura® Communication Applications credential
- ACIS – 7140, ACIS - Avaya Aura® Collaboration Applications credential


The new **Avaya Certified Solution Specialist - Avaya Enterprise Team Engagement Solutions (ACSS - 7290)** credential certifies the successful candidate has achieved an intermediate to advanced level of proficiency required to diagnose, isolate and support Multi-Products within an Avaya Enterprise Team Engagement Solution architecture based on holding the following three credentials:

- ACSS - 7220, ACSS - Avaya Aura® Core Components credential
- ACSS - 7230, ACSS - Avaya Aura® Communication Applications credential
- ACSS - 7240, ACSS - Avaya Aura® Collaboration Applications credential

Avaya Enterprise Team Engagement Solutions Curricula

Avaya Learning offers comprehensive training modules for students who are gaining competencies in the Avaya Enterprise Team Engagement Solutions. These training modules also prepare students for challenging the Avaya exam to earn the Avaya Professional Credential.

The graphics below provide a summary view of the course content and progression. For further details please refer to the course descriptions posted on the Avaya Learning Center searching by course code.



Avaya Enterprise Team Engagement Training Overview

ACIS - 7120	ACIS - 7130	ACIS - 7140
7120C – Integrating Avaya Aura® Core Components (5 days)	7130C - Integrating Avaya Aura® Communication Applications (5 days)	7140C - Integrating Avaya Aura® Collaboration Applications (5 days)
Introduction and overview of the Aura® Core architecture: - Key Features and Functionality - Licensing model - Provide link to SIP Fundamentals test Perform integration and configuration of Aura® Core Components: - System Manager - Session Manager - Communication Manager - Avaya Aura® Media Server (AAMS) Configure core components for the branch and for survivability. Perform basic administration of Aura® Core Components: - System Manager - Session Manager - Communication Manager Configure UC Soft clients for making & testing calls. Review maintenance and monitoring tools for the Aura® Core Components.	Review the Avaya Aura Advanced Communication Solution Integrate Avaya Aura® Session Border Controller Enterprise (SBCE) with the Aura Core architecture. Configure Avaya Aura® Session Border Controller Enterprise (SBCE) for SIP trunking and Remote Worker. Integrate Avaya Breeze™ with the Aura® Core. Integrate and configure the Breeze™ Snap-Ins: - Presence Services Snap-In - WebRTC Snap-In Integrate and configure Avaya Aura® Messaging (AAM) with the Aura Core architecture. Perform integration and configuration of Avaya Application Enablement Services (AES). Review maintenance and monitoring tools for the communication solution.	Review the Avaya Aura Advanced Collaboration Solution Integrate and configure Avaya Multimedia Messaging (AMM) with the Aura® Core architecture. Integrate and configure Avaya Aura® Conferencing (AAC) with the Aura® Core architecture. Configure Avaya Scopia including: - Scopia Elite MCU - Scopia Management Configure Scopia SIP and H.323 endpoints Review Avaya one-X® Communicator Virtual Desktop Integration. Review maintenance and monitoring tools for the collaboration solution.

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Avaya Enterprise Team Engagement Training Overview

ACSS - 7220	ACSS - 7230	ACSS - 7240
7220C – Supporting Avaya Aura® Core Components (5 days)	7230C - Supporting Avaya Aura® Communication Applications (5 days)	7240C - Supporting Avaya Aura® Collaboration Applications (5 days)
Troubleshooting methodology and problem analysis Identify and review the Avaya Aura Core Architectures and redundancy capabilities Identify common issues associated with core products and architectures Describe fundamental voice network processes and standards Use appropriate tools to validate Avaya Aura core system status and collect system and network data Walk through case scenarios of a single issue and diagram the call flow Use troubleshooting methodology and applicable tools to analyze, interpret and resolve issues for core architectures using the following products: <ul style="list-style-type: none"> - System Manager and Session Manager (Branch Session Manager) - Communication Manager (inclusive WebLM and Branch Gateways (BGW)) - Avaya Aura® Media Server - UC Soft and Mobile Clients 	Review the Avaya Aura Advanced Communication Solution Identify common issues and symptoms associated with Add-on products and core architectures Walk through additional case scenarios of a single issue and diagram the call flow Use applicable tools to analyze, interpret and resolve issues for core architectures using the following products: <ul style="list-style-type: none"> - Session Border Controller (E) - Breeze with Presence Services Snap-in - Breeze with WebRTC Snap-In - Application Enablement Services - Avaya Aura Messaging 	Review the Avaya Aura Advanced Collaboration Solution Identify common issues associated with Add-on products and advanced architectures Walk through case scenarios of multiple problems and diagram the call flow Use applicable tools to analyze, interpret and resolve issues for advanced architectures using the following products: <ul style="list-style-type: none"> - Avaya Aura Conferencing - Scopia® Solutions - Avaya Multimedia Messaging

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Course, Exam and Credential availability schedule

Avaya Learning offers Avaya Enterprise Team Engagement roll out in a phased approach, starting with course offering followed by releasing the competency measurements and credentials.

Availability Schedule:

Course Number	Course Title	Open for Registration	Exam Availability
7120C	Integrating Avaya Aura® Core Components	Now	Released
7130C	Integrating Avaya Aura® Communication Applications	Now	Released
7140C	Integrating Avaya Aura® Collaboration Applications	Now	End of December 2016
7220C	Supporting Avaya Aura® Core Components	Now	Released
7230C	Supporting Avaya Aura® Communication Applications	Now	Released
7240C	Supporting Avaya Aura® Collaboration Applications	Now	End of December 2016

Avaya Exam and Credential Availability:

The Avaya Proctored Exams and Credentials listed above are planned to be fully released in Calendar Year 2016.

Please refer to the Appendix for a graphical summary view.

Recommended curriculum in support of the new credentials will be available on the [Avaya Learning Center](#).

The proctored exams will be available at [Pearson VUE Testing Centers](#).

Credential Transition Plans

In conjunction with the release of the new curriculum and credentials listed above, the following Credentials, Online Tests and Exams retire.

Code	Title	Retirement Date
6002	ACIS - Avaya Aura® Communication Manager and CM Messaging - Embedded (R6.x) (ACIS - 6002) - Avaya Aura® Communication Manager and CM Messaging (R6.0) Implementation Exam (6002)	30 November 2016
4100	AIPS - Application Enablement Services (AIPS - 4100) - Avaya Aura® Application Enablement Services Implementation Test (4100)	30 November 2016
3100	ACSS - Avaya Aura® Communication Manager and CM Messaging – Embedded (ACSS - 3100) - Avaya Aura® Communication Manager Administration Exam (3100)** - Avaya Aura® Communication Manager and CM Messaging - Embedded Maintenance and Troubleshooting Exam (3101)	30 November 2016
3101	ACSS - Avaya Aura® Session Manager and System Manager (ACSS - 3101) - Avaya Aura® Session Manager and System Manager Implementation and Maintenance Exam (3102)	30 November 2016
3107	ACSS - Avaya Session Border Controller Enterprise (ACSS - 3107) - Avaya Session Border Controller Enterprise Implementation and Maintenance Exam (3107)	30 November 2016
3202	ACSS - Avaya Aura® Conferencing (ACSS - 3202) - Avaya Aura® Conferencing Implementation and Maintenance Exam (3204)	30 November 2016
3203	ACSS - Avaya Aura® Messaging (ACSS - 3203) - Avaya Aura® Messaging Implementation and Maintenance Exam (3203)	30 November 2016
5100	ASPS - Avaya Aura® Presence Services (ASPS - 5100) - Avaya Aura® Presence Services Implementation and Maintenance Test (5100)	30 November 2016
5104	ASPS - Avaya UC Soft Clients (ASPS - 5104) - Avaya UC Soft Clients Implementation and Maintenance Test (5106)	30 November 2016

** The Avaya Proctored Exam #3100 will remain available until further notice.

The ASPS - Avaya Aura® Collaboration Environment (ASPS - 5105) has been rebranded to the ASPS - Avaya Breeze™ credential, and will remain available please refer to specific article posted on the Avaya Learning Center - Learning News.

Avaya ACIS and ACSS services credentials are considered valid until the expiration date reflected on the student's credential record in the Avaya Credential Management System (CMS). Students who have completed training for any of the credentials listed above, but have not yet completed the Online Tests or Exams will need to do so prior to **30 November 2016** in order to earn or renew the credential.

Avaya encourages students interested in the new credentials listed above to begin training towards earning the new credentials. Visit the credential curriculum maps on the Avaya Learning Center, www.avaya-learning.com, for full details and to register for training.

Policies and Rules

All Avaya Services credentials are valid for 24 months from the date of completion. The date of completion is the date on which the last credential requirement was completed. Credentials are tracked on the student's record in the Avaya Credential Management System and will be issued with a Logo and Certificate.

Channel Partner Note ACIS and ACSS

Avaya Engagement Solution ACIS and ACSS Credentials will be recognized in the Avaya Connect Program towards Avaya Services Authorizations. 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).

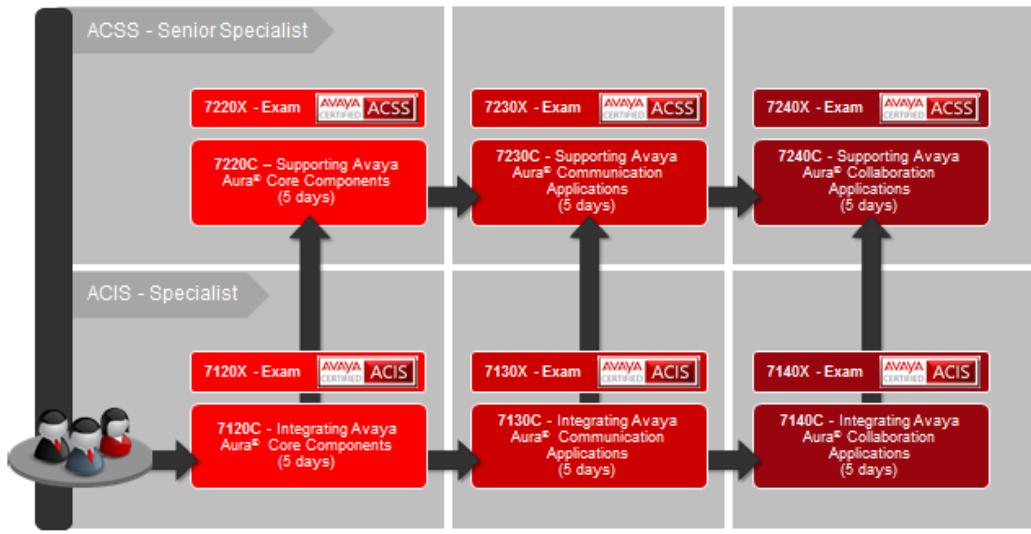
Questions?

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

Appendix

Appendix

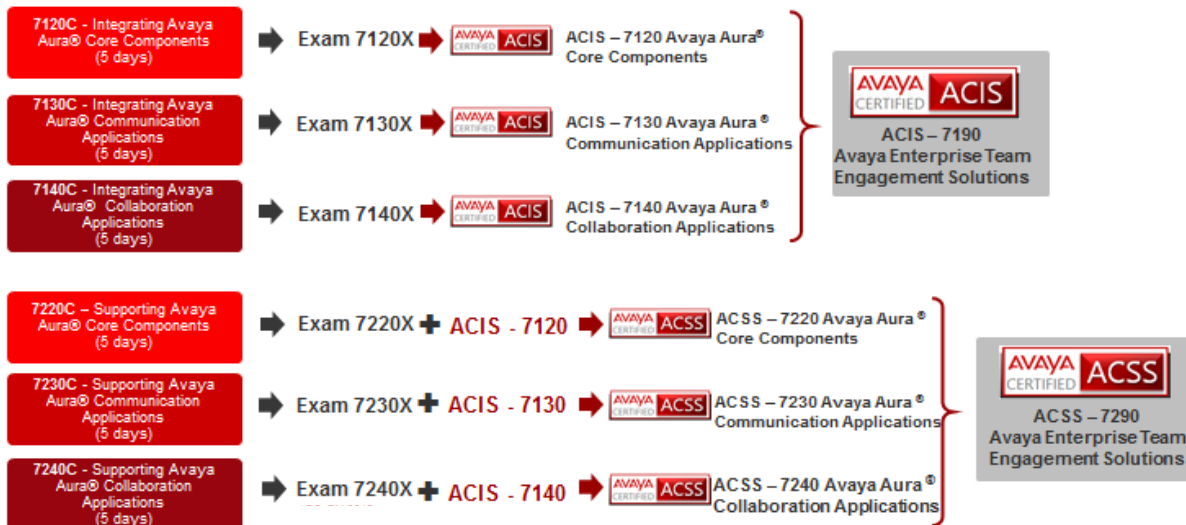
Avaya Enterprise Team Engagement Training
Overview – Avaya Aura® R7 Solutions-Based ACIS/ACSS Curricula



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Avaya Enterprise Team Engagement Training
ACSS – Avaya Aura® R7 Credential Overview



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Credential Replacements

CRED Code Retired	Credential Title Retired	Replacement Credential New
ACIS - 6002	ACIS - Avaya Aura® Communication Manager and CM Messaging – Embedded (R6.x)	ACIS - Avaya Aura® Core Components (ACIS - 7120)
ACSS - 3100	ACSS - Avaya Aura® Communication Manager and CM Messaging - Embedded	ACSS - Avaya Aura® Core Components (ACSS - 7220)
ACSS - 3101	ACSS - Avaya Aura® Session Manager and System Manager	ACSS - Avaya Aura® Core Components (ACSS - 7220)
ACSS - 3107	ACSS - Avaya Session Border Controller Enterprise	ACSS - Avaya Aura® Communication Applications (ACSS - 7230)
ACSS - 3202	ACSS - Avaya Aura® Conferencing	ACSS - Avaya Aura® Collaboration Applications (ACSS - 7240)
ACSS - 3203	ACSS - Avaya Aura® Messaging	ACSS - Avaya Aura® Communication Applications (ACSS - 7230)
AIPS - 4100	AIPS - Avaya Application Enablement Services	ACIS - Avaya Aura® Communication Applications (ACIS - 7130)
ASPS - 5100	ASPS - Avaya Aura® Presence Services	ACSS - Avaya Aura® Communication Applications (ACSS - 7230)
ASPS - 5104	ASPS - Avaya UC Soft Clients	ACSS - Avaya Aura® Core Components (ACSS - 7220)