AVAYA Learning

Sales Training Courses Updates for April 2020

This page provides a summary of the latest updates for **Sales training courses**.

Click on the links in the table below to access the specific courses in Avaya Learning.

<mark>Please make sure that you are Logged into Avaya Learning</mark> in order to see the courses' descriptions.

Avaya OneCloud™ and Subscription Courses

Course Name and Link to Access	Course Duration	New/ Update
46200W -Selling Avaya Cloud Office™ to Midsized Customers	.75 Hour WBT	New
40490W - Selling Avaya IX™ Subscription	.5 Hour WBT	New
40580W - Avaya IX™ Subscription Use Cases for Sales	.25 Hour WBT	New
40580T - Avaya IX™ Subscription for Sales Proficient Test	.75 Hour WBT	New
46190W - Avaya Cloud Office™ for Sales	.5 Hour WBT	New
36500W - Avaya OneCloud™ - ReadyNow Discovery Workbook Overview for Design	.5 Hour WBT	New
36510W -Avaya OneCloud™-ReadyNow Data Center and Connectivity Overview for Design	.5 Hour WBT	New
47700W - Introduction to Avaya IX™ Solutions Portfolio Overview	.75 Hour WBT	Updated
21511W - Using and Administering Avaya Spaces™	1 Hour WBT	New
LAST MONTHS UPDATES		
ALCL-1005 – Avaya OneCloud™ CPaaS Solutions for Sales (multiple courses) https://www.avaya-learning.com/lms/#/training/learning-maps/175	1.5 Hour WBT	New
ALCL-1002 -Avaya OneCloud™ ReadyNow Solutions (multiple courses)	1.5 Hour WBT	Updated
ALCL-1003 - Avaya OneCloud-Public IX Contact Center Solutions for Sales (multiple courses)	1.5 Hour WBT	New
43220W – Avaya IX Collaboration™ Selling Strategy https://www.avaya-learning.com/lms/#/training/catalog/offering/22312	0.5 Hour WBT	Update
41670W - Selling Avaya IX™ Workforce Engagement in the Avaya Public Cloud Solutions https://www.avaya-learning.com/lms/#/training/catalog/offering/22433	.5 Hour WBT	New
43311W- Selling Avaya OneCloud™ IX Contact Center Solutions https://www.avaya-learning.com/lms/#/training/catalog/offering/22394	.5 Hour WBT	New
43320W - Selling Avaya OneCloud-Private ReadyNow Strategy and Positioning https://www.avaya-learning.com/lms/#/training/catalog/offering/22335	.5 Hour WBT	New

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43541W – What is New with Avaya OneCloud ReadyNow https://www.avaya-learning.com/lms/#/training/catalog/offering/22375	.25 Hour WBT	New
43530W - Avaya OneCloud Unified Communications Use Case https://www.avaya-learning.com/lms/#/training/catalog/offering/22294	.5 Hour WBT	New
43580W – Selling Avaya OneCloud-Public IX Workplace Solutions https://www.avaya-learning.com/lms/#/training/catalog/offering/22393	.5 Hour WBT	New
46150W- What is New for Sales: Powered By Avaya IX Containerized Solutions https://www.avaya-learning.com/lms/#/training/catalog/offering/22355	.25 Hour WBT	New
43210W - Get the Conversation Started: Avaya OneCloud Solutions (Game for Sales) https://www.avaya-learning.com/lms/#/training/catalog/offering/22271	.5 Hour WBT	New
43610W - How We Win with Cloud (Unified Communications) https://www.avaya-learning.com/lms/#/training/catalog/offering/22265	.25 Hour WBT	Update
43620W - How to Win with Avaya Cloud (Contact Center) https://www.avaya-learning.com/lms/#/training/catalog/offering/22216	.5 Hour WBT	Update
41591W - What is New for Sales: Avaya OneCloud Intelligent Xperiences (IX) Contact Center 3.X https://www.avaya-learning.com/lms/#/training/catalog/offering/22396	.25 Hour WBT	New

Avaya IX™ Contact Center (CC) Courses

Course Name and Link to Access	Course Duration	New/ Update
41680W - Selling Avaya AI Routing with Afiniti AiRo Solutions	.5 Hour WBT	New
41770W - Avaya Experience Portal and Proactive Outreach Manager (POM) for Sales	.25 Hour WBT	New
41790W - Selling Avaya Call Center Elite Digital (for Sales)	.25 Hour WBT	New
33100W - Avaya Mobile Experience® Overview for Design	.5 Hour WBT	New
33110W - Avaya Mobility Identity Service Overview for Design	.5 Hour WBT	New
39150W - Avaya IX™ Workspaces Release 3.7 Details for Pre-Sales	.75 Hour WBT	Update
49520W - Digital Transformation Series (for Sales)	.75 Hour WBT	Update
LAST MONTHS UPDATES		
43470W - Avaya Mobility Solutions: Use Case for Sales	.25 Hour WBT	New
39050W – Avaya Workforce Optimization Select (WFOS) 5.2.3 Details for Pre-Sales	2 Hours WBT	Update PRI
43460W - Selling Avaya Mobility Identity Solution	.25 Hour WBT	New

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41800W - Google Cloud Contact Center Artificial Intelligence for Sales	.25 Hour WBT	New
ALCC-2001 - Avaya IX™ Contact Center APS Innovative Solutions for Sales • 41720W- Avaya IX™ Contact Center Innovations • 41740W - Avaya IX™ Contact Center: Avaya Agent Scripting (for Sales) • 41730W - Avaya IX™ Contact Center: Avaya IX™ Dashboard (for Sales) • 41750W - Avaya IX™ Contact Center: Avaya IX™ Teamspace (for Sales)	1.5 Hour WBT multiple courses	New/ Updated/ Rebranded
39060W – Avaya Control Manager 9.0 Details for Pre-Sales	1 Hour WBT	Updated 9.0
ACDS-3381 - Avaya IX Contact Center - AACC Design • 33210W - Avaya Aura® Contact Center Solution Overview for Design • 33220W- Avaya Aura® Contact Center Applications Overview for Design • 33810W - Designing the Avaya Aura® Contact Center Solution • 33810X - Avaya Aura® Contact Center Solution Design Exam	8 Hours WBT	New/Updated Credential
APSS-1202 Avaya IX™ Contact Center Solutions for Sales (2 courses)	1.75 Hour	Updated
41780W – Selling Tenfold Solution https://www.avaya-learning.com/lms/#/training/catalog/offering/22585	.25 Hour WBT	New
43440W – Selling Avaya Mobile Experience (Sales) https://www.avaya-learning.com/lms/#/training/catalog/offering/22236	.5 Hour WBT	Update
39000W – Avaya Oceana® Release 3.7 Details for Pre-ales https://www.avaya-learning.com/lms/#/training/catalog/offering/22450	1 Hour WBT	Updated 3.7
39010W – Avaya Analytics™ Release 3.7 Details for Pre-ales https://www.avaya-learning.com/lms/#/training/catalog/offering/22451	1 Hour WBT	Updated 3.7
39020W - Avaya Breeze® Snap-ins for Avaya Oceana® https://www.avaya-learning.com/lms/#/training/catalog/offering/22452	Updated 3.7	Updated 3.7
ACDS-3382 - Avaya IX Contact Center - AACC Elite & Elite MC Design • 33310W - Avaya Aura® Call Center Elite and Elite Multichannel Solution Overview for Design • 33320W - Avaya Aura® Call Center Elite and Elite Multichannel Applications Overview for Design • 33610W - Designing the Avaya Aura® Call Center Elite Solution • 33620W - Designing the Avaya Aura® Call Center Elite Multichannel Solution • 33820X - Avaya Aura® Call Center Elite and Elite Multichannel Solution Design Exam	8 Hours WBT	New/Updated Credential
ACDS-3480 - Avaya Oceana® Solution Design • 34810W,34820W,34830W –Designing Avaya Oceana® Solutions Part 1-3 • 34210W-Avaya Oceana® Overview for Design		
47700W -Introduction to the Avaya IX™ Solutions Portfolio Overview https://www.avaya-learning.com/lms/#/training/catalog/offering/22415	.5 Hours WBT	Update
41660W–Shift the Mix: Oceana ROI for Sales https://www.avaya-learning.com/lms/#/training/catalog/offering/22350	.5 Hours WBT	New
40030W - Select Product Program Awareness for Sale	.2 Hours WBT	New
41630W - AWFO Industry Rules and Regulations Video Use Case https://www.avaya-learning.com/lms/#/training/catalog/offering/22281	1 Hour WBT	New

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Avaya IX™ Workplace (UC) Courses

Course Name and Link to Access	Course Duration	New/ Update
39390W - Avaya IX™ Collaboration Unit CU360 Rls 11 Details for Pre-Sales	1 Hour WBT	Update
39380W - Avaya Equinox® Attendant Release 5.3 Details for Pre-Sales	.5 Hour WBT	Update
39070W - Avaya Aura® Licensing 8.1 Details for Pre-Sales	1 Hour WBT	Update
48550W – Selling Avaya Support Services for Midsize Customer Solutions	.5 Hour WBT	Update
48670W – Avaya Support Services Policies (for Sales)	.5 Hour WBT	Update
48670W – Avaya IP Office™ Release 11 Details for Pre-Sales	6 Hour WBT	Update
43361W - Avaya Unified Communications Migration Strategy (for Sales)	.5 Hour WBT	New
LAST MONTHS UPDATES		

APSS-1002 - Avaya MidSized Solutions
• **46050W** - Selling Avaya Solutions to Midsized Customers
   o **46170W -** Avaya IX Workforce Engagement Select for Sale
   o **46180W** - Avaya Contact Center Select for Sales
• **46150T** - APSS Avaya Solutions for Midsized Customers Online Test
	2 Hours WBT	Updated Credential

48011W - Selling the Avaya Solutions Platform	0.5 Hours WBT	Update
39310W - Avaya Devices: Desk Phones Details for Pre-Sales	0.5 Hours WBT	Update (new J159)
39290W - Avaya Session Border Controller for Enterprise 8.1 Details for Pre-Sales	2.5 Hours WBT	Update

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48011W-Selling the Avaya Solutions Platform https://www.avaya-learning.com/lms/#/training/catalog/offering/22516	0.5 Hours WBT	Update
39310W - Avaya Devices: Desk Phones Details for Pre-Sales https://www.avaya-learning.com/lms/#/training/catalog/offering/22482	0.5 Hours WBT	Update (new J159)
47900W - Hospitality Vertical Use Case Animations (for Sales) https://www.avaya-learning.com/lms/#/training/catalog/offering/22289	. 75 Hour WBT	Update
43690W- What's New for Sales: Hotel Rooms and Devices https://www.avaya-learning.com/lms/#/training/catalog/offering/22351	.25 Hours WBT	New
43640W – Avaya Aura® migration Strategy *(for Sales)* https://www.avaya-learning.com/lms/#/training/catalog/offering/22292	0.5 Hours WBT	New
31200W - Avaya Aura® Solutions Overview https://www.avaya-learning.com/lms/#/training/catalog/offering/22056	2 Hours WBT	Updated For 8.1
30810W & 30820W- Designing Avaya Breeze® Part 1 & 2 (ACDS-3181) https://www.avaya-learning.com/lms/#/training/catalog/offering/22436	2 Hours each	New
47900W – Hospitality Use Cases 1, 2 and 3 https://www.avaya-learning.com/lms/#/training/catalog/offering/22289	.25 Hours WBT	New
43510W - What is New for Sales: Avaya Huddle Room Solutions https://www.avaya-learning.com/lms/#/training/catalog/offering/22295	.25 Hours WBT	New
36200W - Avaya Converged Platform Overview for Design https://www.avaya-learning.com/lms/#/training/catalog/offering/22187	1 Hours WBT	Updated (Rebrand)
31500W - Avaya Aura® Customer Field Study https://www.avaya-learning.com/lms/#/training/catalog/offering/22057	2 Hours WBT	Updated
36400W - Avaya Converged Office Customer Field Study https://www.avaya-learning.com/lms/#/training/catalog/offering/22186	1.5 Hour WBT	Updated (Rebrand)
43360W - Avaya CS1000 Migration Strategy (for Sales) https://www.avaya-learning.com/lms/#/training/catalog/offering/22166	. 5 Hour WBT	Update
43380W- What is New for Sales: Avaya Hospitality Phones https://www.avaya-learning.com/lms/#/training/catalog/offering/22151	.5 Hour WBT	New
43030W - Avaya Devices (for Sales) https://www.avaya-learning.com/lms/#/training/catalog/offering/22163	.75 Hour WBT	New
30210W-Avaya Breeze® Overview for Design https://www.avaya-learning.com/lms/#/training/catalog/offering/22426	1.25 Hour WBT	New

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Free/Complementary Training for Customers/Partners from Avaya Learning:

Name	Code	Format
Avaya Oceana® Fundamentals - Updated	21160W	.5 Hour WBT
Fundamentals for Avaya Cloud Solutions - Updated	60011W	10 min WBT
Fundamentals for Avaya Unified Communications-Updated	60021W	10 min WBT
Fundamentals for Avaya Contact Center Solutions-Updated	60031W	10 min WBT
Device fundamentals	60050W	6 Min WBT
Avaya Cloud Fundamentals	60010W	.15 Min WBT
Avaya UC Fundamentals	60020W	.15 Min WBT
Avaya Contact Center Fundamentals	60030W	.15 Min WBT
Avaya Workforce Optimization Select Fundamentals	25160W	.5 Hour WBT
Session Border Controller for Enterprise Fundamentals	26160W	.5 Hour WBT
Avaya Aura® Call Center Elite Fundamentals	24160W	.5 Hour WBT
Avaya Equinox™ Fundamentals	2216W	0.5 Hour WBT

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