



Updated Avaya Professional Sales Specialist Credential for Avaya Customer Engagement Solutions (APSS - 1200)

Overview

Avaya Learning is pleased to announce the availability of the updated APSS Avaya Customer Engagement Solutions credential (APSS - 1200).

New Credential Requirements

The **APSS - Avaya Customer Engagement Solutions** credential is developed for Avaya Associates and Business Partners responsible for selling **Avaya Customer Engagement Solutions** in support of customer requirements.

Earning the **APSS - Avaya Customer Engagement Solutions** credential requires successful completion of the following:

1. **APSS Avaya Customer Engagement Solutions Online Test (#4155T) and**
2. **APSS Avaya Oceana™ Online Test (#4156T) and**
3. **Avaya Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test (4990A)**

All above listed online tests will be available on the Avaya Learning Center, www.avaya-learning.com.

Available Curriculum and Competency Measurements

The following recommended curriculum and competency measurements are available on the Avaya Learning Center (www.avaya-learning.com). Avaya Learning recommends to proceed with the training in the below shown order.

Offer Code	Title	Available
4151W	4151W - Selling Customer Engagement Solutions - Overview	Now
4141W	Selling Avaya Oceana™	Now
4142W	Selling Oceana Strategy and Positioning Overview	Now



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4143W	Avaya Oceana™ Solution	Now
4148W	The Basics of Cost Justification and Selling Oceana Using the Oceana ROI Tool	Now
4110W	Omnichannel Automated – Part 1	Now
4111W	Omnichannel Automated – Part 2	Now
4112W	Actionable Insights	Now
4113W	Omnichannel Assisted - Part 1	Now
4114W	Omnichannel Assisted - Part 2	Now
4115W	Omnichannel Assisted: Avaya Breeze™ and Snap-ins (Part 1)	Now
4116W	Omnichannel Assisted: Avaya Breeze™ and Snap-ins (Part 2)	Now
4127W	Customer Engagement Suites	Now
4133W	Avaya Oceanalytics™ Insights	Now
4146W	Avaya Cloud	Now
4155T	APSS Avaya Customer Engagement Solutions Online Test	Now
4156T	APSS Avaya Oceana™ Online Test	Now
4990W	Anti-Bribery/Anti-Corruption (ABAC) Compliance Training Module for Business Partners	Now
4990A	Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test	Now



Credential Transition Plans

In conjunction with the release of the new **APSS - Avaya Customer Engagement Solutions Online Test (#4155T)**, the following Online Tests retire.

Test No.	Title	Retirement Date
4150T	– APSS Avaya Customer Engagement Solutions Online Test	January 30, 2018

Students who hold the APSS Avaya Customer Engagement Solutions credential (APSS - 1200) today will keep the credential until the expiration date reflected on the student's credential record in the Avaya Credential Management System (CMS). To renew the credential students need to complete the new requirements as outlined above.

Students are encouraged to stay abreast of Avaya Customer Engagement Solutions by completing the new curriculum and available tests. Visit the **APSS - Avaya Customer Engagement Solutions** credential curriculum map on the Avaya Learning Center, www.avaya-learning.com, for full details and to register.

Avaya Anti-Bribery/ Anti-Corruption (ABAC) Compliance Policy

Effective July 2016 Avaya requests for new and updated Avaya Sales and Design Professional Credentials (APSS and APDS) students to pass a standalone online assessment as a credential requirement. The 4990A Avaya Anti-Bribery/Anti-Corruption (ABAC) Compliance Online Test is available on the Avaya Learning Center.

Channel Partner Note

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?

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