

Avaya Connect

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Avaya Solutions Authorization Policy Guide

Global Version
Fiscal Year 2016

Published 1 April 2016

This document explains the minimum requirements that every Avaya partner must meet in order to sell and order Avaya solutions. It also includes requirements for partners who wish to install and/or support Avaya solutions.

This document is accurate as of the date printed above. For the most current information, please download the electronic version posted on the [Avaya Partner Portal](#).

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Avaya Solutions Authorization Policy

Partner authorization is designed to ensure our partners have the capabilities and skills to successfully sell, configure, design, install and support Avaya products/solutions and exceed customer expectations. Authorization requirements represent the minimum requirements a partner must satisfy in order to sell, install and support the Avaya Solutions. Requirements for Avaya Connect program levels can be found in the [Avaya Connect Program Guide](#).

Sales or Service Authorizations for all products and solutions are tracked in PRM Partner View.

1. Scope of Authorizations

1.1. Solution Types

This document addresses all Avaya Products and Solutions. Partners can earn credentials to become authorized to Sell and/or Service these solutions at any time by completing the the Online Tests outlined in the Avaya Professional Credential Program. For Services Authorization credential requirements include Proctored Exams and/or Online tests. Credential requirements and the recommended curriculum are available on the Avaya Learning Center, www.avaya-learning.com.

As documented throughout this guide, partners must maintain credentialed individuals (Partner Employees) in their organization at all times or else they will lose authorization in the impacted area. Avaya strongly recommends that partners maintain credential levels above the minimum requirements to avoid such situations. Additionally, it is important to note the processing time from credential to solution authorization entitlement can take several days to update all applicable systems. If a solution authorization is lost due to lack of credentials it can take several days post exam completion to regain entitlement.

Note: "Partner Employees" are individuals that partners intend as active employees, and who are treated as such under the applicable employment and tax statutes of their geography. This means, partner Employees are required to hold the credentials that count for the purpose of meeting Avaya Connect program requirements. This requirement excludes independent contractors.

1.1.1. Video Authorization

In 2012 Avaya announced the acquisition of Radvision, a leading provider of video conferencing technologies over IP and wireless networks. Authorization requirements for Avaya Scopia® Solutions are similar to other Avaya enterprise portfolios. Scopia authorization follows the same requirements outlined in sections [2.1 \(Sales\)](#), [2.2 \(Design\)](#), [3.1 \(Enterprise Implement\)](#) and [3.2 \(Enterprise Maintain\)](#) of this guide. Please refer to [Appendix A](#) for the specific credentials associated with Scopia

Avaya is committed to supporting partners in offering meaningful demonstrations to customers. The strong correlation between quality demonstrations and successful sales is evident particularly due to the nature of video collaboration solutions. It is for this reason that Avaya strongly recommend all partners hold video demonstration equipment and have the capability to utilize this with prospective customers. Partners should also become familiar with Demo Avaya (www.demoavaya.com) which enables Avaya associates, Distributors, and Partners to demonstrate Avaya products and solutions to customers anywhere, and at any time with just an internet connection.

Partners offering services on the Avaya Scopia portfolio are subject to an Avaya Service Assessment, and requisite equipment for staging/troubleshooting maintenance issues is a part of this process. Scopia Demonstration kits can serve the dual purpose of demonstrating solutions to customers, and staging/troubleshooting in a lab environment.

Scopia Endpoint Authorization/ AvayaLive Authorization

Avaya Connect resellers who do not wish to sell the full Scopia portfolio can start by selling Scopia Endpoints or AvayaLive Video (US) using the Scopia Endpoint/AvayaLive Video Authorization.

This simplified authorization allows partners to sell Scopia Endpoints or AvayaLive Video after meeting these credential requirements:

- Two (2) Avaya Professional Sales Specialist (APSS) for Scopia

Partners are encouraged to purchase a demo room in AvayaLive or to have other demonstration capabilities to facilitate an effective sales cycle with potential customers.

A portion of the Scopia portfolio does not require authorizations as outlined in the table below under Open Scopia Product

Open Scopia Products These products DO NOT require Authorization	Restricted Scopia Endpoint Products These Products require Scopia Endpoint/Avaya Live Video Authorization (at minimum)	Restricted Scopia Portfolio These products require Scopia Full Authorization
Avaya Video Collaboration Solution for IP Office (Avaya XT Server for IP Office, Avaya XT Endpoint with Embedded Server for IP Office)	Avaya Scopia XT Endpoints (including Scopia XT Accessories, Cables, Cameras, Microphones, Options and Licenses AvayaLive Video (US only)	Avaya Scopia Infrastructure Portfolio (Scopia Elite MCUs, Scopia Management SW, Scopia GWs, Scopia Pathfinder) Avaya Scopia Desktop & Mobile Avaya Scopia Telepresence

Scopia Endpoint and AvayaLive Video are tracked in the Avaya PRM system under the authorization name “Scopia Endpoints/Avaya Video.”

1.1.2. Networking Authorization Exception (Restricted vs Open Products)

Networking (formally known as Data) Authorization will apply to restricted Networking products. All partners must comply with the current authorization requirements to sell **restricted** Networking products. **Non-restricted or Open** networking products are available to all partners with a valid Link ID.

The following classification is used when determining whether Authorization Requirements apply to Networking products:

Open Networking Products These products DO NOT require authorizations	Restricted Networking Products These products require Sales, Design, Implement and Maintain Authorization
<ul style="list-style-type: none"> • ERS (Stackable) 2XXX, 3XXX, 4XXX, 5XXX series • Wireless LAN 9100 Portfolio • Network Management (COM) • 	<p><i>Note: each product listed below includes the associated Unified Management:</i></p> <ul style="list-style-type: none"> • ERS 8XXX • Virtual Services Platform (VSP) 4000, 7200, 8000 series, and/or 9000 (Note 1) • Pod FX (formerly Collaboration Pod) • Virtualization Provisioning Service (VPS) • Identity Engines • SDN Fx Healthcare • Avaya SDN Fabric Orchestrator

Note 1: All VSP platforms are restricted effective 9 May 2016, except the VSP 7000, which is manufacturer discontinued as of 1 June 2016.

1.1.3. Avaya Collaboration Pods

The Avaya Pod Fx is a complete pre-integrated, pre-tested, plug and play solution designed to meet the needs of the next generation virtualized Data Center. By combining virtualized compute, storage, networking and management components in an easy-to-deploy, ready-to-operate package, it provides a new deployment model for Avaya virtualized applications, including Avaya Aura® and Contact Center services. Avaya Solution Authorization for Avaya Pod Fx follows the standard Avaya Authorization process in that authorization is required for the Avaya Solutions running on the Avaya Pod Fx.

Minimum requirements to engage in the sale of Avaya Pod Fx involve the partner being sales authorized in Avaya Pod Fx. In order to quote & sell the Avaya applications with Avaya Pod Fx, the partner must have a valid sales authorization for both Avaya Pod Fx and the relevant application(s) being quoted & sold.

The partner must achieve these credentials prior to selling the Avaya Pod Fx solution. Partners will not be allowed to order Avaya products or solutions unless they have met these requirements.

Minimum requirements to provide services on Avaya Pod Fx involves the partner achieving Avaya Pod Fx implementation and maintain authorizations for both the Avaya Pod Fx and on the relevant solution(s)/application(s) being implemented & maintained on the Avaya Pod Fx. Only partners with an existing co-delivery authorization and service assessment can achieve Avaya Pod Fx co-delivery authorization and are required to hold at a minimum the Aura Suite Core credentials.

See sections 3.1 (Enterprise Implement) and 3.2. (Enterprise Maintain) of this guide for information on the service authorization process. Additionally, more detailed information can be found in Appendix A of this document which outlines the Avaya Aura Suite Licensing credential requirements, and the credential requirements for authorization on other Avaya solutions.

1.1.4. Vintage Products with no planned integration (“Static Products”)

Vintage Products refers to products with announced or planned End of Sale status. These products are not planned for integration into the Avaya Credential program. Partners authorized on these products have been granted credential equivalence to their previous accreditation service level until end of sale and end of support of these products. As per standard Avaya policy, authorization for service requires the completion of a service assessment. New authorizations cannot be earned since training is not available for these products: Avaya Communication Server 1000 (Release 7.0 and earlier); Communication Server 2100; Meridian 1; Media Processing Server; Norstar

2. Requirements to Sell and Design Avaya Solutions

Authorization to sell is achieved at the country level for each solution the partner intends to sell or service. In the case of country sub-groups, partners must achieve Sales Authorization in each country in the sub-group, as authorization in one country of a country sub-group does NOT extend that authorization to other countries within that sub-group. Design Authorization can be centralized for country sub-group, theater or global support.

In order to purchase products or services for resale to end users, partners must meet the minimum requirements to sell Avaya solutions. At a minimum, partners must have completed 2 Sales credentials and 1 Design credential per solution (note: SME is excluded from Design credential). In some instances there may be a demo requirement in addition to a credential requirement.

Authorization	Requirements	Time to Complete
Sales	2 Sales Specialists per solution per country Sales office in each country	Prior to first sale
Design	1 Design Specialist per solution	180 days from original activation date in PRM

Some Avaya products are licensed in bundles that contain entitlements from multiple solutions. Partners that sell a bundle must be Sales Authorized for all solution groups associated with the bundle.

2.1. Sales Authorization

A Sales Office is required in each country where a partner plans to be authorized to sell Avaya Solutions. Sales Authorization is achieved by earning two (2) Avaya Professional Sales Specialist (APSS) credentials in each solution sold, per country. See [Appendix A](#), Table 2 for further details.

The partner must achieve these credentials prior to selling the Avaya solution. Partners will not be allowed to order Avaya products or solutions unless they have met this requirement.

A Partner's Sales Authorization status is dependent on holding valid Avaya Professional credentials. Avaya Professional Sales Specialist (APSS) credentials renew based upon completion of credential requirements delivered as an Online Tests thru the Avaya Learning Center. Credential holders who do not take action to complete the credential requirements as new Online Tests release prior to their credential expiration date, will keep their credential until it expires as shown on their Avaya Credential Transcript in the Avaya Credential Management System (Avaya CMS). Credential Expiration Notifications are sent to the credential holder's email address on record automatically by the Avaya CMS system. In cases where the credential is extended as the requirements have not changed an email notification is sent out to the credential holder informing them of this.

2.2. Design Authorization

Design Authorization is achieved by earning a minimum of one Avaya Professional Design Specialist (APDS) for every solution sold, excluding SME, Scopia Endpoints and IP Office Contact Center. This authorization must be completed within 180 days of signing up to sell this solution portfolio based on original account activation date in PRM. See [Appendix A](#), Table 2 for more detail.

A Partner's Sales Authorization status is dependent on holding valid credentials. Avaya Professional Design Specialist (APDS) renew based upon completion of credential requirements delivered as an Online Tests thru the Avaya Learning Center. Credential holders who do not take action to complete the credential requirements as new Online Tests release prior to their credential expiration date, will keep their credential until it expires as shown on their Avaya Credential Transcript in the Avaya Credential Management System (Avaya CMS).

Credential Expiration Notifications are sent to the credential holder's email address on record automatically by the Avaya CMS system. In cases where the credential is extended as the requirements have not changed an email notification is sent out to the credential holder informing them of this.

Partners must maintain the above sales and design requirements or lose their ability to sell the solution. Avaya strongly encourages partners to have all Sales and Design associates complete the appropriate credentials for their discipline so that we maintain credentialed, qualified individuals in the field. This also ensures that if the partner loses an associate who has completed the credentials required for Sales or Design Authorization that the partner does not also lose their authorization to sell the solution.

2.3. Tracking of Sales and Design Authorizations in PRM Partner View

All authorization completions are tracked in Salesforce.com, also known as PRM Partner View or PRM.

Authorizations will be assigned a "Not Authorized" status in each partner's profile for the portfolios they sign up for when they sign Avaya Terms & Conditions. Once the partner has completed the requirement for two Sales Specialists per solution set, their status will automatically change to "Authorized". Once the status has changed to "Authorized", the partner will be able to sell the solution.

If a partner does not complete the Design Authorization requirements within 180 days of account activation, their status will change to "Not-Authorized" for the solution and they will lose access to

ordering the solution until they complete the missing requirements. Once the partner completes the requirements, the status in PRM will change back to “Authorized”.

Avaya Learning will send daily reports to PRM that will automatically update the authorization status of all partners based on the above rules.

Weekly reports from PRM showing the status (Authorized, or Not Authorized) of the partner will be sent to the distributors, who will manage compliance for Avaya for Sales and Design Authorization. Distributors will not process orders for any partner that is listed as “Not Authorized” for a solution.

3. Requirements To Provide Services

A Sales Office in each country with the appropriate Sales and Design Authorization is required where a partner plans to sell products or services. If a partner plans to Implement and Maintain Avaya products and solutions then they need to complete the requirements as outlined in [Section 3.1](#) and [Section 3.2](#) below.

If a partner only plans to implement Avaya products and plans to have ACS provide maintenance support, then only the requirements in [Section 3.1](#) will apply.

3.1. Requirements to Implement

In order to offer their own implementation services, partners must become authorized to implement. Any partner that has not completed the authorization requirements as outlined below must utilize the services of Avaya Professional Services (APS) or another Implement Authorized Partner until they have an authorized individual on staff. The same is true if a partner loses the individual(s) with the necessary authorization. If a partner chooses not to build an implement practice, they must utilize Avaya Services or another partner that meets the implement authorization requirements for the solution. Partners choosing to subcontract implementations to another partner should request from that partner a copy of their Avaya authorized reseller letter to confirm appropriate authorization. Partners may conveniently print such a letter which lists their Service Authorizations from their HQ account record in SFDC/PRM.

Note: If a partner that has **not met** the Implement Authorization requirements calls Avaya Global Support Services (GSS) for support on an implementation, there will be **additional charges** over and above the standard and customary fees. Repeated offenses could result in partner termination.

Solution	Credentials Required	Service Assessment Type	Other Requirements
Enterprise (CC, UC, Scopia & Restricted Networking)	Requires: - 1 of the Implement Credentials as per Appendix A, <u>OR</u> - Full Service accreditation for products with no migration path	Implementation	<ul style="list-style-type: none"> Implement Satisfaction Survey Requirement Quality Framework Policy: <ul style="list-style-type: none"> - Solution Validation Services Design Review (pre-sales design review required for all deal \$750K Net Revenue or greater) - Network Readiness Assessment (NRAs must be performed on all VVoIP configured solutions and meet Avaya minimum standards for VVoIP solutions)
SME/Mid-Market	IP Office/IP Office Contact Centre/Contact Centre Select requires: - 1 of the Implement Credentials as per Appendix A Scopia Endpoints requires - 1 ASPS Scopia Endpoints	<i>None required to implement SME solutions</i>	Not Applicable

3.1.1. Implement Authorization for Enterprise solutions

To be Implement Authorized for enterprise solutions (excluding open Networking products), the partner must:

1. **Employ at least one (1) individual** that has completed the relevant credentials as outlined in [Appendix A](#). Please refer to [Appendix A](#) for the specific credentials for each product.

Avaya strongly recommends that a partner have at least two (2) individuals that have completed one of the accepted credentials so that if one employee leaves or loses the certification, the partner will still remain authorized to implement the product.

AND

2. **Complete an Implementation Service Assessment.** Service Assessment details can be found in the [Global Service Assessment Reference Guide](#).¹ Partners applying for Implement authorization for the first time should complete an [Implement Service Assessment Application form](#)² and submit to the Partner Assessment Team at partnerassess@avaya.com

AND

3. **Meet the requirements outlined in the Quality Framework Policy for Solution Valuation Services (SVS) and Network Readiness Assessment** as outlined on the [Quality Framework Policy Portal](#)³. Quality Framework helps both Avaya and our trusted Business Partners by accelerating sales and market adoption of new products while enhancing the customer experience. Quality Framework focuses on optimizing complex solution deployments to enable partners to confidently bring new solutions to customers and grow their businesses.

- [Solution Validation Services \(SVS\) Design Review Policy](#)⁴ requires a complimentary design review on all deals valued at \$750K Net Revenue or greater for product, software and Avaya Professional Services. This drives best practices and increases customer success while accelerating partner time to revenue for new complex solutions. SVS Policy also reduces escalations and costs associated with pre-sales design defects. For more information contact svspmo@avaya.com.
- [Network Readiness Assessment \(NRA\) Policy](#)⁵ requires that all Voice and Video over IP configured solutions have a NRA conducted prior to putting the solution into production. This ensures that customer infrastructures are capable of delivering acceptable voice and video over IP customer experiences when using Avaya products and solutions and reduces unnecessary escalation and support costs. For more information contact netassessment@avaya.com.

AND

4. Partners must meet the defined requirements of the **Avaya post-implementation quality survey** to retain Authorized to Implement status. This requirement applies to partners who are “Authorized to Implement” or “Authorized to Implement and Maintain”. Quality Survey details are outlined in the [Satisfaction Survey Policy Guide](#)⁶, which is posted on the Avaya Connect Requirements site of the Avaya Partner Portal.

¹ <https://sales.avaya.com/documents/1399552203924>

² <https://sales.avaya.com/documents/1399616717207>

³ <https://sales.avaya.com/en/general/quality-framework>

⁴ <https://sales.avaya.com/documents/1399552201208>

⁵ <https://sales.avaya.com/documents/1399552074828>

⁶ <https://sales.avaya.com/documents/1399572194606>

3.1.2. Implement Authorization – SME/Mid-market

A partner must be Implement Authorized to install Avaya SME solutions. To be Implement Authorized, the partner must:

- **Employ at least one (1) individual** that has completed one of credentials outlined in [Appendix A](#). Partners must now hold the ACIS SME or the AIPS SME Credential.

An Implement Service Assessment audit is not required to implement SME/Midmarket solutions.

Avaya strongly recommends that a partner have at least two (2) individuals that have completed the required credential so that if one employee leaves or loses the Certification, the partner will still be authorized to implement the product. If a partner loses the individual(s) with the authorization, they are required to use APS or another Implement Authorized Partner until they have an authorized individual on staff.

3.1.3. Implement Resources

A Sales Office in each country with the appropriate Sales and Design Authorization is required where a partner plans to sell products or services. Regardless of the implementation type, only an appropriately credentialed individual is permitted to undertake the implementation. For details on the credentials required to implement Avaya Solutions see [Appendix A](#).

If the partner does not have an employee with the appropriate credential to undertake the implementation of the product, they must utilize Avaya Professional Services (APS) implementation services, or the implementation services of another partner that has met the authorization requirements for the product being deployed.

The overall capabilities of a partner to implement are assessed as part of the Avaya Service Assessment process. Service Assessment details can be found in [the Global Service Assessment Reference Guide](#)⁷.

3.2. Requirements to Maintain

In order to offer their own maintenance services and purchase Avaya Co-Delivery support offers, partners must complete and maintain ongoing Avaya Co-delivery Program authorization. Failure of any part of the co-delivery requirements may lead to temporary, partial or full loss of co-delivery authorization. For full details of the Avaya Co-delivery Program requirements, policies and application process please see the [Co-Delivery Compliance Policy](#).

Co-Delivery authorized partners gain availability to purchase Avaya Co-Delivery offers. The support offers provide access to the Avaya proactive diagnostic tools and to Avaya tier 3 and tier 4 GSS remote support. Only those individuals at a partner that have completed the appropriate support/maintain credential will receive the support for the related product/solution.

⁷ <https://sales.avaya.com/documents/1399552203924>

If a partner chooses not to achieve Co-Delivery program authorization, they must utilize Avaya Client Services wholesale or retail maintenance services to support the solution. Partners may not purchase support services from any 3rd party entities (“3-tiering”, “subcontracting”, etc).

Prior to commencing any of the below activities, partners who are seeking first-time Co-Delivery authorization should engage with the Avaya Services organization to discuss and understand the application process for the Co-Delivery program. Inquiries for new applications to enter the Co-Delivery program should be addressed to the Partner Services Engagement Team at partnerassess@avaya.com.

Solution	Credentials Required	Service Assessment Type	Other Requirements
Enterprise Team Engagement (UC) Customer Engagement (CC) Networking Scopia Avaya Powered Cloud Enterprise (xCaaS)	Minimum of two (2) Maintain credentials per product. Relevant credentials dependent on products included in the solution. Credentials by product are outlined in Appendix A	Implement & Maintain Assessment	Comply with the Co-Delivery Program Key Performance Indicators and Program Metrics
Midmarket Team Engagement (UC) Customer Engagement (CC) Avaya Powered Cloud Midmarket (IPO)	Minimum of one (1) Maintain credential. Relevant credentials dependent on products included in the solution. Credentials by product are outlined in Appendix A	Services Self Assessment Or Enterprise Implement & Maintain Assessment	Comply with the Co-Delivery Program Key Performance Indicators and Program Metrics

Avaya strongly recommends a partner have more than the minimum levels of credentialed individuals to ensure good levels of coverage for extended hours, shifts, vacations or/holiday periods. If one employee leaves or loses a certification, the partner could lose authorization to maintain the product.

* Some Avaya products are licensed in bundles containing entitlements for multiple products. Partners wishing to purchase Co-Delivery maintenance contracts for a licensing bundle must hold

Co-Delivery Maintenance Authorization for all products included in that bundle. Bundles require a consistent service delivery model (i.e. Co-Delivery or standard Wholesale). If a partner is not authorized to support the bundle within a quote, they will need to order Wholesale or Retail (US) services for all bundled products. For more information on Avaya Aura Suite Licensing see [here](#)⁸

3.2.1. Maintain Authorization (Co-Delivery) for Enterprise

To be authorized to Maintain Avaya Enterprise Solutions (excluding open networking products), the partner must comply with ALL of the following:

1. Avaya Connect Program Partner in good standing
2. **Comply with the Enterprise Co-Delivery Program Key Performance Indicators and Program Metrics**
For full details see the [Co-Delivery Compliance Policy](#)⁹
3. **Employ the minimum number of credentialed individuals.** Each of these individuals must have completed the appropriate credentials as outlined under “Maintain Authorization” in [Appendix A](#). Refer to Appendix A Enterprise section for the specific requirements for each product. The minimum number of individuals holding credentials for each product is two (2) credentialed individuals per product supported.
4. **Complete the Implement and Maintain Service Assessment.** Service Assessment details can be found in the [Avaya Global Service Assessment Guide](#)¹⁰. Inquiries for new applications to enter the Co-Delivery program should be addressed to the ACS Partner Services Engagement Team at gsdbpsupport@avaya.com

For more information please go to the [Support Advantage Portal](#) and to the [Avaya Connect Portal](#) (see Authorization to Maintain)

3.2.2. Maintain Authorization (Co-Delivery) for SME/Midmarket

To be authorized to maintain Avaya Midmarket/SME solutions the partner must comply with ALL of the following:

1. **Avaya Connect Program Partner in good standing**
2. **Comply with the Midmarket Co-delivery Program Key Performance Indicators and Program Metrics**
For full details see the [Co-Delivery Compliance Policy](#)¹¹
3. **Employ the minimum number of credentialed individuals.** Each of these individuals must have completed the appropriate credentials as outlined under “Maintain Authorization” in [Appendix A](#). Refer to Appendix A Midmarket section for the specific requirements for each product. The minimum number of individuals holding credentials for each product is one (1) credentialed individual per product supported.
4. **Complete the Services Self Assessment.** Inquiries for new applications to enter the Co-Delivery program should be addressed to the ACS Partner Services Engagement Team at

⁸ <https://sales.avaya.com/en/general/avaya-aura-suite-licensing>

⁹ <https://sales.avaya.com/documents/1399552194788>

¹⁰ <https://sales.avaya.com/documents/1399552203924>

¹¹ <https://sales.avaya.com/documents/1399552194788>

gsdbpsupport@avaya.com¹². The Enterprise Implement & Maintain Assessment will qualify for Midmarket Co-Delivery. For more information please go to the [IP Office Support Services Portal](#)¹³ and to the [Avaya Connect Portal](#)¹⁴ (see Authorization to Maintain)

3.2.3. **Maintain Authorization (Cloud Service Provider) for Avaya Powered Cloud**

To be authorized to Maintain Avaya Powered Cloud, the partner must comply with ALL of the following:

1. Avaya Connect Program Partner in good standing
2. **Comply with the Cloud Service Provider (CSP) Program Key Performance Indicators and Program Metrics**
For full details see the [Co-Delivery Compliance Policy](#)¹⁵
3. **Employ the minimum number of credentialed individuals.** Each of these individuals must have completed the appropriate credentials as outlined under “Maintain Authorization” in [Appendix A](#). Refer to Appendix A Enterprise section for the specific requirements for each product. The minimum number of individuals holding credentials for each product is:
 - * Enterprise - Two (2) credentialed individuals per product supported
 - * Midmarket - One (1) credentialed individual per product supported
4. **Complete the appropriate service assessment:** For Enterprise deployments, the partner must complete the Implement and Maintain Service Assessment. Midmarket deployments require the Services Self Assessment.

Service Assessment details can be found in the [Avaya Global Service Assessment Guide](#)¹⁶. Inquiries for new applications to enter the program should be addressed to the ACS Partner Services Engagement Team at gsdbpsupport@avaya.com.

3.2.4. **Support (Maintenance) Resources**

A Sales Office in each country with the appropriate Sales and Design Authorization is required where a partner plans to sell products or services. Regardless of the type of support being offered, only an appropriately-credentialed individual is permitted to maintain the Avaya product. For details on the credentials required to support/maintain Avaya Solutions, see [Appendix A](#).

If the partner does not have an employee in their employment with the appropriate credential to undertake the maintenance of the product, they must utilize Avaya Client Services (ACS) support services for the product being supported.

The overall capabilities of a partner to provide on-going co-delivery support are assessed as part of the Avaya Service Assessment and monitored quarterly via the co-delivery Key Performance indicators and Program Metrics. For full details see the [Co-Delivery Compliance Policy](#).¹⁷

Partners must maintain the above Maintain requirements or lose their ability to service the solution. Avaya strongly encourages partners to maintain their number of credentialed individuals

¹² <https://sales.avaya.com/en/pss/joint-service-delivery>

¹³ <https://sales.avaya.com/en/pss/ip-office-support-services>

¹⁴ <https://sales.avaya.com/en/general/program-requirements>

¹⁵ <https://sales.avaya.com/documents/1399552194788>

¹⁶ <https://sales.avaya.com/en/pss/joint-service-delivery>

¹⁷ <https://sales.avaya.com/documents/1399552194788>

above the minimum requirement for maintain authorization. This helps protect against the risk of losing maintain authorization should the partner lose an associate who has completed a certification.

4. New Product Introductions & Updates

Avaya will determine if planned new product introductions, product enhancements, or new releases of current Avaya products require updated authorizations. If so, partners will need to fulfill any new or additional authorization requirements in order to sell the solution and meet service requirements.

Credential	Length of Validity
Sales Specialist (APSS)	2 year ¹⁸
Design Specialist (APDS)	2 year ¹⁹
Implementation Specialist (ACIS)	2 years
Implementation Specialist (AIPS)	2 years
Support Specialist (ACSS)	2 years
Support Specialist (ASPS)	2 years
Product Authorization (PA)	Varied expiration dates

5. Documentation

5.1. Solution Authorization

Source Documents are all posted on the Avaya Partner Portal at *Portal>Partner Programs>Avaya Connect>Program Requirements*.

- [Avaya Connect Program Guide for Partners](#)²⁰
- [Avaya Solutions Authorization Policy Guide](#)²¹ (this document)
- [Co-Delivery Compliance Policy](#)²²
- [FY16 Satisfaction Survey Program Guide](#)²³
- [Service Assessment Guide \(All Assessment Types\)](#)²⁴
- [Service Assessment Application \(Enterprise Implementation\)](#)²⁵

¹⁸ http://avaya-news.com/learning/docs/dec013/2013_12_06_APSS_APDS_2YrTerms.pdf

¹⁹ http://avaya-news.com/learning/docs/dec013/2013_12_06_APSS_APDS_2YrTerms.pdf

²⁰ <https://sales.avaya.com/documents/1399567693644>

²¹ <https://sales.avaya.com/documents/1399552212704>

²² <https://sales.avaya.com/documents/1399552194788>

²³ <https://sales.avaya.com/documents/1399572194606>

²⁴ <https://sales.avaya.com/documents/1399552203924>

²⁵ <https://sales.avaya.com/documents/1399616717207>

5.2. Avaya Professional Credential Program

- Go to the [Avaya Learning Center](#)²⁶

5.3. Co-delivery offer information

- [Joint Delivery Services](#)²⁷
- [Support Advantage](#)²⁸
- [Partner Assurance Support Services \(PASS\)](#)²⁹

Avaya reserves the right to revise authorization requirements for any product after 60-day advance notification.

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²⁶ <http://www.avaya-learning.com>

²⁷ <https://sales.avaya.com/en/pss/joint-service-delivery>

²⁸ <https://sales.avaya.com/en/pss/support-advantage>

²⁹ <https://sales.avaya.com/en/pss/partner-assurance-support-services---pass>

Appendix A: Qualifying Credentials for Sales, Design, Implement & Maintain

The table that follows outlines the Avaya Credential requirements. Credential types include:

Sales Credential

- Avaya Professional Sales Specialist or APSS
- Avaya Certified Professional Sales or ACPS

Design Credential

- Avaya Professional Design Specialist or APDS
- Avaya Certified Design Specialist or ACDS

Implementation Credentials

- Avaya Certified Implementation Specialist or ACIS
- Avaya Implementation Professional Specialist or AIPS

Maintenance Credentials

- Avaya Certified Support Specialist or ACSS
- Avaya Support Professional Specialist or ASPS

A partner must have a minimum number of individuals that have completed the Implement and Maintain requirements for each product or solution that they wish to service.

Retired Product Authorizations (PA) and retired Avaya Certified Specialist (ACS) are valid until their expiration dates. The above credentials are used to fulfill the requirements to Sell, Design, Implement and Maintain Avaya Solutions

“Static” vintage products will continue to use Product Authorizations to track Implement and Maintain Authorizations.

Additional credential information can be found on the Avaya Learning Centre www.avaya-learning.com.

Some Avaya products are licensed in bundles that contain entitlements for multiple products. Partners wishing to offer co-delivery maintenance contracts for a licensing bundle must hold a Co-Delivery Maintenance Authorization for all products included in that bundle. Bundles require a consistent service delivery model (i.e. Co-Delivery or standard Wholesale). If a partner is not authorized to support the bundle within a quote, they will need to order Wholesale or Retail (US) services for all bundled products. For more information on Avaya Aura Suite Licensing see [here](#)³⁰ Table 1 below describes the Multi-Product Solutions Bundles and authorizations associated with these bundles. Table 2 provides detail on the specific credentials associated with the authorizations described in Table 1, and credential information associated with authorizations for other Avaya Solutions.

³⁰<https://sales.avaya.com/en/general/avaya-aura-suite-licensing>

Avaya Aura Suite Licensing

V1 Avaya Multi-Product Solution Suites

Table 1 illustrates the Avaya Aura Suite Licensing V1 Suites which are now end of sale and only available for system expansions and entitled upgrades. Partner Maintain Authorization on Suites V1 will continue to be displayed in the Service Credential section of PRM.

As you move up through Aura Suite Licensing V1 (i.e., Foundation, Mobility and Collaboration), additional product features are added at each level. When ordering, you can choose the appropriate Suite for each user; however, the co-delivery certification requirement for the highest Suite in the order will apply for the entire order. For example, if an order contains 100 Foundation Suite and 50 Mobility Suite licenses, the Aura Suite co-delivery certification requirement will be for the highest bundle, which is the Mobility Suite.

Implement authorization follows the standard Avaya Connect rules. Partners are only required to have the Implement Authorizations for the specific products that will be installed.

Table 1a: V1 Avaya Multi-Product Solution Suites

Solution	Sales/Design Authorization Required	Maintain (Co-Delivery) Authorization Required
Avaya Aura Foundation Suite	Unified Communications (also known as Enterprise Team Engagement)	<ul style="list-style-type: none"> • Avaya Aura CM, CM Messaging • Avaya Aura Session/System Manager
Avaya Aura Mobility Suite	Unified Communications (also known as Enterprise Team Engagement)	<ul style="list-style-type: none"> • Avaya Aura CM, CM Messaging • Avaya Aura Session/System Manager • Avaya Aura UC Soft Client • Avaya Aura Messaging • Avaya Session Border Controller Enterprise
Avaya Aura Collaboration Suite ³¹	Unified Communications (also known as Enterprise Team Engagement) Avaya Scopia (to purchase Scopia Hardware)	<ul style="list-style-type: none"> • Avaya Aura CM, CM Messaging • Avaya Aura Session/System Manager • Avaya Aura UC Soft Client • Avaya Aura Messaging • Avaya Session Border Controller Enterprise • Avaya Scopia Solutions • Avaya Aura Conferencing

V2 Avaya Multi-Product Solutions Suites

As you move up through Aura Suite Licensing V2 from UC Core to UC Power, additional product features are added. When ordering, you can choose the appropriate Suite for each user; however the co-delivery certification requirement for the highest bundle in the order will apply for the entire order. For example, if an order contains 100 UC Core and 50 UC Power licenses, the Aura co-delivery certification requirement will be for the highest license, which is UC Power.

³¹ Note that while Scopia sales authorization is not required in order to sell the Collaboration Suite License, it is required in order to purchase the associated Scopia MCU for Aura Collaboration Suite.

Partners are only required to have the Implement Authorizations for the specific products that will be installed.

Table 1b: V2 Avaya Multi-Product Solutions Suites

Solution	Sales/Design Authorization Required	Maintain (Co-Delivery) Authorization Required
Avaya Aura UC Core Suite	<ul style="list-style-type: none"> Unified Communications (also known as Enterprise Team Engagement) 	<ul style="list-style-type: none"> Avaya Aura CM, CM Messaging Avaya Aura Session/System Manager Avaya Aura Messaging Avaya Aura UC Soft Client Avaya Session Border Controller Enterprise Avaya Aura Presence Services
Avaya Aura UC Power Suite	<ul style="list-style-type: none"> Unified Communications (also known as Enterprise Team Engagement) 	<ul style="list-style-type: none"> Avaya Aura CM, CM Messaging Avaya Aura Session/System Manager Avaya Aura Messaging Avaya Aura UC Soft Client Avaya Session Border Controller Enterprise Avaya Aura Presence Services Avaya Aura Conferencing

[Access additional information on Avaya Aura Suites Version 2³²](https://salescms.avaya.com/en/general/avaya-aura-suite-licensing)

³² <https://salescms.avaya.com/en/general/avaya-aura-suite-licensing>

Avaya Credential Table

This table outlines credentials available from the Avaya Professional Credential Program associated with various Avaya authorizations. Please see the relevant section of the document for full authorization requirements in each area.

If a partner wishes to offer co-delivered services on product which is only sold as part of a bundle, then they must hold credentials for all products in the bundle as per Table 1 above.

If a partner is renewing a contract on a product which was introduced prior to bundling, or on a product that has never been part of a bundle, then the standalone credential requirements per product as outlined in Table 2 below apply.

Table 2: Avaya Credential Table

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
Unified Communications/Team Engagement								
Avaya Aura CM and CMM (Communication Manager Messaging)	APSS - Avaya Enterprise Team Engagement Solutions	Now	APDS UC Or	Now	ACIS Avaya Aura CM 5.2 Or ACIS Avaya Aura CM 6 Or	Retired Now	ACSS- Avaya Aura CM and CMM Or	Now
	(formally known as APSS UC)		APDS - Avaya Enterprise Team Engagement Solutions	Now	ACIS - Avaya Enterprise Team Engagement Solutions	TBD	ACSS - Avaya Enterprise Team Engagement Solutions	TBD
					ACSS B5800 Or	Retired	ACSS B5800 Or	Retired

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
B5800	APSS - Avaya Enterprise Team Engagement Solutions (formally known as APSS UC)	Now	APDS UC Or APDS - Avaya Enterprise Team Engagement Solutions	Now Now	ASPS - Avaya B5800 Branch Gateway	Retired	ASPS - Avaya B5800 Branch Gateway	Retired
Avaya IP Office Deployed as a Branch	APSS - Avaya Enterprise Team Engagement Solutions (formally known as APSS UC)	Now	APDS UC Or APDS - Avaya Enterprise Team Engagement Solutions	Now Now	ASPS – Avaya IP Office Deployed as a Branch + ACSS Session and System Manager + AIPS IPO or ACIS SME	Now Now Now	ASPS – Avaya IP Office Deployed as a Branch + ACSS Session and System Manager + ACSS - Avaya Midmarket Communications ³³	Now Now Now
Session Manager, System Manager	APSS - Avaya Enterprise Team Engagement Solutions	Now	APDS UC Or	Now	ACSS Session and System Manager Or	Now	ACSS Session and System Manager Or	Now

³³ Two of each credential is required to maintain Enterprise products. However in the case of Avaya IP Office Deployed as a Branch only one ACSS - Avaya Midmarket Communications is required (in addition to two ASPS Avaya IP Office Deployed as a Branch and two ACSS Session and System Manager)

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
	(formally known as APSS UC)		APDS - Avaya Enterprise Team Engagement Solutions	Now	ACIS - Avaya Enterprise Team Engagement Solutions	TBD	ACSS - Avaya Enterprise Team Engagement Solutions	TBD
Avaya Aura UC Soft Clients (includes Client Enablement Services, One-X Communicator, Portal, Mobile)	APSS - Avaya Enterprise Team Engagement Solutions	Now	APDS UC Or	Now	ACSS One-X UC Soft Clients Or ASPS - Avaya UC Soft Clients Or	Retired Now	ACSS One-X UC Soft Clients Or ASPS - Avaya UC Soft Clients	Retired Now
	(formally known as APSS UC)		APDS - Avaya Enterprise Team Engagement Solutions	Now	ACIS - Avaya Enterprise Team Engagement Solutions	TBD	ACSS - Avaya Enterprise Team Engagement Solutions	TBD
Agile Communication	APSS - Avaya Enterprise Team Engagement Solutions (formally known as APSS UC)	Now	APDS UC Or APDS - Avaya Enterprise	Now	ACIS ACE Or AIPS - Avaya Agile Communication Environment™	Retired Now	NA ³⁴	NA

³⁴ Avaya has reviewed the strategy re authorization to implement and maintain ACE and decided to keep the existing model of having a mandatory requirement for a credential to implement ACE, but there will be no mandated (or offered) credential for on-going maintenance. Because ACE is used as an interface between the communications infrastructure and communications applications, partners and/or end customers should have a maintenance model for both of those elements, but ACE, which acts as an intermediary will not require maintenance credentials.

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
			Team Engagement Solutions	Now	Core			
Avaya Communication Server 1000 for Avaya Aura	APSS - Avaya Enterprise Team Engagement Solutions (formally known as APSS UC)	Now	APDS UC Or APDS - Avaya Enterprise Team Engagement Solutions	Now Now	ACIS CS1000 for Avaya Aura	Now	ACSS CS1000 for Avaya Aura	Now
Avaya Aura Conferencing 6.0 Standard Edition	APSS - Avaya Enterprise Team Engagement Solutions (formally known as APSS UC)	Now	APDS UC Or APDS - Avaya Enterprise Team Engagement Solutions	Now Now	ACIS Avaya Aura Conferencing 6.0	Retired	Co-delivery not available	N/A
Avaya Aura Conferencing 7.0 plus	APSS - Avaya Enterprise Team Engagement Solutions (formally known as APSS UC)	Now	APDS UC Or APDS - Avaya Enterprise Team Engagement Solutions	Now Now	ACSS - Avaya Aura ® Conferencing Or ACIS - Avaya Enterprise Team Engagement Solutions	Now TBD	ACSS - Avaya Aura ® Conferencing Or ACSS - Avaya Enterprise Team Engagement Solutions	Now TBD

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
Avaya Session Border Controller Enterprise	APSS - Avaya Enterprise Team Engagement Solutions (formally known as APSS UC)	Now	APDS UC Or	Now	ACSS Avaya Session Border Controller Enterprise Or	Now	ACSS Avaya Session Border Controller Enterprise Or	Now
	APSS - Avaya Midmarket Solutions (formally known as APSS SME)		APDS - Avaya Enterprise Team Engagement Solutions	Now	ACIS - Avaya Enterprise Team Engagement Solutions	TBD	ACSS - Avaya Enterprise Team Engagement Solutions	TBD
Avaya Aura Presence Services	APSS - Avaya Enterprise Team Engagement Solutions	Now	APDS UC Or	Now	ASPS Avaya Aura® Presence Services Or	Now	ASPS Avaya Aura® Presence Services Or	Now
	(formally known as APSS UC)		APDS - Avaya Enterprise Team Engagement Solutions	Now	ACIS - Avaya Enterprise Team Engagement Solutions	TBD	ACSS - Avaya Enterprise Team Engagement Solutions	TBD
Avaya Modular Messaging with Avaya Messaging Store	APSS - Avaya Enterprise Team Engagement Solutions (formally known as APSS UC)	Now	APDS UC Or APDS - Avaya Enterprise Team Engagement Solutions	Now Now	ACSS - Avaya Modular Messaging with Avaya Message Store	Now	ACSS - Avaya Modular Messaging with Avaya Message Store	Now

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
Avaya Modular Messaging with Exchange	APSS - Avaya Enterprise Team Engagement Solutions (formally known as APSS UC)	Now	APDS UC Or APDS - Avaya Enterprise Team Engagement Solutions	Now Now	ASPS - Avaya Modular Messaging with Microsoft	Now	ASPS - Avaya Modular Messaging with Microsoft	Now
Avaya Modular Messaging with Lotus	APSS - Avaya Enterprise Team Engagement Solutions (formally known as APSS UC)	Now	APDS UC Or APDS - Avaya Enterprise Team Engagement Solutions	Now Now	AIPS - Avaya Modular Messaging with IBM Lotus Domino	Retired	AIPS - Avaya Modular Messaging with IBM Lotus Domino	Retired
Avaya Message Networking	APSS - Avaya Enterprise Team Engagement Solutions (formally known as APSS UC)	Now	APDS UC Or APDS - Avaya Enterprise Team Engagement Solutions	Now Now	ASPS - Avaya Message Networking	Now	ASPS - Avaya Message Networking	Now
One-X Speech	APSS - Avaya Enterprise Team Engagement Solutions (formally known as APSS UC)	Now	APDS UC Or APDS - Avaya Enterprise Team Engagement Solutions	Now Now	ASPS - Avaya one-X® Speech	Now	ASPS - Avaya one-X® Speech	Now

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
Avaya Aura Messaging	APSS - Avaya Enterprise Team Engagement Solutions	Now	APDS UC Or	Now	ACSS Avaya Aura Messaging Or	Now	ACSS Avaya Aura Messaging Or	Now
	(formally known as APSS UC)		APDS - Avaya Enterprise Team Engagement Solutions	Now	ACIS - Avaya Enterprise Team Engagement Solutions	TBD	ACSS - Avaya Enterprise Team Engagement Solutions	TBD
Call Pilot	APSS - Avaya Enterprise Team Engagement Solutions	Now	APDS UC Or	Now	ACIS Call Pilot	Now	ACSS Call Pilot	Now
	(formally known as APSS UC)		APDS - Avaya Enterprise Team Engagement Solutions	Now				
Meeting Exchange Express	APSS - Avaya Enterprise Team Engagement Solutions	Now	APDS UC Or	Now	PA Implement MXE	Retired	PA Implement MXE	Retired
	(formally known as APSS UC)		APDS - Avaya Enterprise Team Engagement Solutions	Now				
Avaya Hospitality Messaging Server (HMS) 400 R3.0	APSS - Avaya Enterprise Team Engagement Solutions (formally known as APSS UC)	Now	APDS UC or APDS - Avaya Enterprise Team Engagement Solutions	Now Now	ASPS - Avaya Hospitality Messaging Server 400	Now	ASPS - Avaya Hospitality Messaging Server 400	Now

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
Avaya Aura Collaboration Environment (Engagement Development Platform including Snap-ins)	APSS - Avaya Enterprise Team Engagement Solutions (formally known as APSS UC	Now	APDS UC Or APDS - Avaya Enterprise Team Engagement Solutions	Now	ASPS - Avaya Aura® Collaboration Environment Or ACIS - Avaya Enterprise Team Engagement	Now TBD	ASPS - Avaya Aura® Collaboration Environment Or ACsS - Avaya Enterprise Team Engagement	Now TBD
Avaya Aura Application Server 5300 R 3.0 (NA only)	APSS - Avaya Aura® Application Server 5300	Now	NA	NA	AIPS - Avaya Aura® Application Server 5300 R3	Now	Co-delivery not available	NA
Application Enablement Services (AES)	NA	NA	NA	NA	AIPS - Avaya Application Enablement Services Or ACIS - Avaya Enterprise Team Engagement Solutions	Now TBD	AIPS - Avaya Application Enablement Services Or ACSS - Avaya Enterprise Team Engagement Solutions	Now TBD
Avaya Scopia® Solutions See also section 1.1.1 of this document	APSS - Avaya Scopia® Solution	Now	APDS – Avaya Scopia® Solution Or APDS - Avaya Enterprise Team	Now Now	ACSS - Scopia® Solution Or ACIS - Avaya Enterprise Team Engagement	Now TBD	ACSS - Scopia® Solution Or ACSS - Avaya Enterprise Team Engagement Solutions	Now TBD

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
			Engagement Solutions		Solutions			
Avaya Scopia® Endpoints/Avaya a Video See also section 1.1.1 of this document	APSS - Avaya Scopia® Solution	Now	NA	NA	ACSS - Scopia® Solution Or ASPS Avaya Scopia® Endpoints Credential Or ACIS - Avaya Enterprise Team Engagement Solutions	Now Now TBD	ACSS - Scopia® Solution Or ASPS Avaya Scopia® Endpoints Credential ³⁵ Or ACSS - Avaya Enterprise Team Engagement Solutions	Now Now TBD
Unified Communications Managed Services³⁶	APSS - Avaya Enterprise Team Engagement Solutions (formally known as APSS UC)	Now	APDS UC Or APDS - Avaya Enterprise Team Engagement Solutions	Now Now	Not Applicable		Not Applicable	
Avaya Pod Fx	See Networking section for details							
Contact Centre/Customer Engagement								

³⁵ Only one credential required for maintenance of endpoints

³⁶ Managed Services follow the same sales authorization rules as product

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
Avaya Aura Contact Centre	APSS - Avaya Customer Engagement Solutions (formally known as APSS CC)	Now	APDS CC Or APDS Customer Engagement Solutions	Now	ACIS – AACC	Now	ACSS AACC	Now
Avaya Aura Contact Centre CCT (Communication Control Toolkit)	APSS - Avaya Customer Engagement Solutions (formally known as APSS CC)	Now	APDS CC Or APDS Customer Engagement Solutions	Now	ACIS – CCT	Now	ACSS AACC	Now
Avaya Aura Call Center Elite	APSS - Avaya Customer Engagement Solutions (formally known as APSS CC)	Now	APDS CC Or APDS Customer Engagement Solutions	Now	ACIS – Avaya Aura® Call Center Elite and Avaya Call Management System Or ACSS Avaya Aura® Call Center Elite	Retired Now	ACSS Avaya Aura® Call Center Elite	Now

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
Call Management System (CMS)	APSS - Avaya Customer Engagement Solutions		APDS CC Or		ACIS Avaya Aura® Call Center Elite and Avaya Call Management System Or ASPS Avaya Call Management System	Retired		
	(formally known as APSS CC)	Now	APDS Customer Engagement Solutions	Now		Now	ASPS Avaya Call Management System ³⁷	Now
Avaya Proactive Contact (APC)	APSS - Avaya Customer Engagement Solutions		APDS CC Or		ACSS APC Or	Retired	ACSS APC Or	Retired
	(formally known as APSS CC)	Now	APDS Customer Engagement Solutions	Now	ASPS - Avaya Proactive Contact	Now	ASPS - Avaya Proactive Contact	Now

³⁷Co-delivery support has been orderable in EMEA based on credential requirement as per Avaya Aura Call Center Elite. ASPS credential now available which will govern future co-deliver access. In line with CMS 17 co-delivery is available in the US

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
Experience Portal with Proactive Outreach Manager (POM)³⁸	APSS - Avaya Customer Engagement Solutions (formally known as APSS CC)	Now	APDS CC Or APDS Customer Engagement Solutions	Now	ACSS Experience Portal with POM	Now	ACSS Experience Portal with POM	Now
Avaya IQ 5.2	APSS - Avaya Customer Engagement Solutions (formally known as APSS CC)	Now	APDS CC Or APDS Customer Engagement Solutions	Now	APS Installation Required	NA	Co-delivery not available	NA
Avaya Performance Centre	APSS - Avaya Customer Engagement Solutions (formally known as APSS CC)	Now	APDS CC Or APDS Customer Engagement Solutions	Now	TBD	TBD	Co-delivery not available	NA
	APSS - Avaya Customer Engagement Solutions				ACIS IC Or	Retired		

³⁸ The same credentials are applicable for service renewals on Voice Portal/Voice Self Service

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
Interaction Center /Operational Analyst IC/OA	(formally known as APSS CC)	Now	APDS CC Or APDS Customer Engagement Solutions	Now	ACSS – Avaya Interaction Center and Operational Analyst	Now	ACSS – Avaya Interaction Center and Operational Analyst	Now
Workforce Optimization 10.1 (Avaya CRQM)	APSS - Avaya Customer Engagement Solutions (formally known as APSS CC)	Now	APDS CC Or APDS Customer Engagement Solutions	Now	ACIS CRQM	Retired	NA	NA
Workforce Optimization 11.0 (Call Recording and Quality Monitoring)	APSS - Avaya Customer Engagement Solutions (formally known as APSS CC)	Now	APDS CC Or APDS Customer Engagement Solutions	Now	ACSS CRQM (3306)	Retired	ACSS CRQM (3306) ³⁹	Retired
Workforce Optimization 12.0 (Call Recording and Quality Monitoring)	APSS - Avaya Customer Engagement Solutions (formally known as APSS CC)	Now	APDS CC Or APDS Customer Engagement Solutions	Now	ACSS - Avaya Contact Recording and Quality Monitoring (3308)	Now	ACSS - Avaya Contact Recording and Quality Monitoring (3308) ⁴⁰	Now
							ACSS WFM Or	Retired

³⁹ Co-Delivery offer for EMEA, CALA, Canada, and ASIA.

⁴⁰ Co-Delivery offer for EMEA, CALA, Canada, and ASIA.

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
Workforce Optimization (Work Force Management - all releases)	APSS - Avaya Customer Engagement Solutions (formally known as APSS CC)	Now	APDS CC Or APDS Customer Engagement Solutions	Now	ASPS - Avaya Workforce Management	Now	ASPS - Avaya Workforce Management ⁴¹	Now
Workforce Optimization (Desktop & Process Analytics – all releases, Customer Feedback – all releases, Speech Analytics – all releases)	APSS - Avaya Customer Engagement Solutions (formally known as APSS CC)	Now	APDS CC Or APDS Customer Engagement Solutions	Now	Avaya Install Only	NA	NA	NA
	APSS - Avaya Customer Engagement Solutions		APDS CC Or APDS Customer Engagement Solutions		ACSS Avaya Control Manager Or	Retired	ACSS Avaya Contact Center Control Manager Or	Retired

⁴¹ Co-Delivery offer for EMEA, CALA, Canada, and ASIA.

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
Avaya Control Manager	(formally known as APSS CC)	Now		Now	ASPS - Avaya Control Manager	Now	ASPS - Avaya Control Manager	Now
Avaya ANAV	APSS - Avaya Customer Engagement Solutions (formally known as APSS CC)	Now	APDS CC Or APDS Customer Engagement Solutions	Now	ASPS Avaya ANAV Implementation and Maintenance	TBD	ASPS Avaya ANAV Implementation and Maintenance	Now
Avaya Aura Call Center Elite Multichannel	APSS - Avaya Customer Engagement Solutions (formally known as APSS CC)	Now	APDS CC Or APDS Customer Engagement Solutions	Now	PA - Implement: Avaya Call Center CTI Applications Or AIPS Avaya Aura® Call Center Elite Multichannel	Retired Now	PA - Implement: Avaya Call Center CTI Applications	Retired
Contact Centre Managed Services⁴²	APSS - Avaya Customer Engagement Solutions (formally known as APSS CC)	Now	APDS CC Or APDS Customer Engagement Solutions	Now	Not Applicable		Not Applicable	

⁴² Managed Services follow the same sales authorization rules as product

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
SME/Midmarket								
IP Office (post Release 8.1)	APSS - Avaya Midmarket Solutions	Now	NA	Now	Or AIPS IPO Or ACIS - Avaya Midmarket Team Engagement Solutions	Now	ACSS - Avaya IP Office™ Platform (formally known as ACSS - Avaya Midmarket Communications)	Now
	(formally known as APSS SME Communications)						Or ACSS - Avaya Midmarket Team Engagement Solutions	Now
Business Communication Manager	PA Sell BCM ⁴³	Retired	NA	NA	PA Implement BCM	Retired	PA Implement BCM	Retired
	APSS - Avaya Midmarket Solutions	Now	NA	NA	ACIS SME Or	Retired		

⁴³ Only one PA Sell is required for BCM

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
Avaya Outbound Contact Express	(formally known as APSS SME Communications)				AIPS IPO ⁴⁴	Now	Not Applicable	Not Applicable
Avaya IP Office Contact Center	APSS - Avaya Midmarket Solutions (formally known as APSS SME Communications) + APSS ⁴⁵ - Avaya Contact Center Solutions for IP Office	Now Now	N/A	N/A	ASPS - Avaya IP Office Contact Center Or ACSS IP Office Contact Centre	Retired Due June 2015	ASPS - Avaya IP Office Contact Center Or ACSS IP Office Contact Centre	Retired Now
Avaya Contact Center Select	APSS - Avaya Midmarket Solutions (formally known as APSS SME Communications) + APSS ⁴³ - Avaya Contact Center Solutions for IP	Now Now	APDS Avaya Contact Center Select	Now	ASPS - Avaya Contact Center Select	Now	ASPS - Avaya Contact Center Select	Now

⁴⁴ ASPS - Avaya Proactive Contact is recommended in addition to the AIPS IPO

⁴⁵ Partners who wish to sell Avaya Contact Center Solutions for IP Office are only required to employ one (1) APSS - Avaya Contact Center Solutions for IP Office in addition to two (2) APSS SME. The APSS Avaya Contact Center Solutions for IP Office covers both Avaya IP Office Contact Center and Avaya Contact Center Select & Avaya Inbound Contact Express. The design credential "APDS Avaya Contact Center Select" is additionally required for CC Select Sales Authorization

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
	Office							
Networking								
Avaya Pod Fx	APSS – Avaya Pod Fx	3QFY16	APDS – Avaya	3QFY16	ACSS- Avaya Ethernet Routing Switch ACSS- Avaya Ethernet Routing Switch ACIS – Avaya Pod Fx	Retiring Jan 2016 Retiring Jan 2016 May 2016	ACSS – Avaya Pod Fx	June 2016
SDN Fx Healthcare	APSS - Avaya Software Defined Network (SDN) Fx Solution	3QFY16	APDS - Avaya Software Defined Network (SDN) Fx Solution	4QFY16	OR ACIS - Avaya Software Defined Network (SDN) Fx Solution	4QFY16	ACSS - Avaya Software Defined Network (SDN) Fx Solution	4QFY16
Ethernet Routing Switch	APSS Avaya Networking Solutions	Now	APDS Avaya Networking OR	Retired	ACIS Avaya Ethernet Routing System 8000 and Virtual Services Platform 9000 Or	Retiring Jan 2016	ACSS ERS Or	Retiring Jan 2016

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
			APDS - Avaya Networking Solutions	Now	ACIS - Avaya Fabric Networking Solutions	TBD	ACSS - Avaya Fabric Networking Solutions	TBD
Virtual Services Platform (VSP) 4000, 7000, 7200, 8000 9000	APSS Avaya Networking Solutions	Now	APDS Avaya Networking OR	Retired	ACIS Virtual Services Platform 9000 OR ACIS Avaya Ethernet Routing System 8000 and Virtual Services Platform 9000 Or	Retired	ACSS- Avaya Virtual Services Platform 9000 Or ACSS - Avaya Fabric Networking Solutions	Retiring Jan 2016
				Now	ACIS - Avaya Fabric Networking Solutions	Now		Now
Vintage products with no planned integration (partners that completed the Full Service accreditation for these product will show Authorized in PRM for Services)								
Communication Server 2100	NA	NA	NA	NA	Full Service	Retired	Full Service	Retired
Avaya Communication Server 1000 (Release 7.0 and earlier)	NA	NA	NA	NA	Full Service	Retired	Full Service	Retired

Product	Sales Credentials		Design Credentials		Implement Credentials		Maintain (Co-Delivery) Credentials	
	Credential	Availability	Credential	Availability	Credential	Availability	Credential	Availability
Meridian 1	NA	NA	NA	NA	Full Service	Retired	Full Service	Retired
Norstar	NA	NA	NA	NA	Full Service	Retired	Full Service	Retired
Media Processing Server	NA	NA	NA	NA	Full Service	Retired	Full Service	Retired

Notes for the previous table

Full Service - refers to the status awarded to partners to Implement/Maintain products under NES Partner Programs. The naming of this authorization varied from region to region

Retired - the credential can no longer be earned, but the credential will be counted until it expires. Once expired, the credential will not count towards authorizations.

Retirement Date - the last date a credential can be earned.

Expiration Date - the last date a credential earned by an individual is valid; after the expiration date the individual no longer holds the credential. Credential expiration dates are noted on an individual's Avaya Learning transcript.

TBD - To Be Determined the courseware and exam development dates have not been confirmed

Appendix B: Centralization of Design Credentials

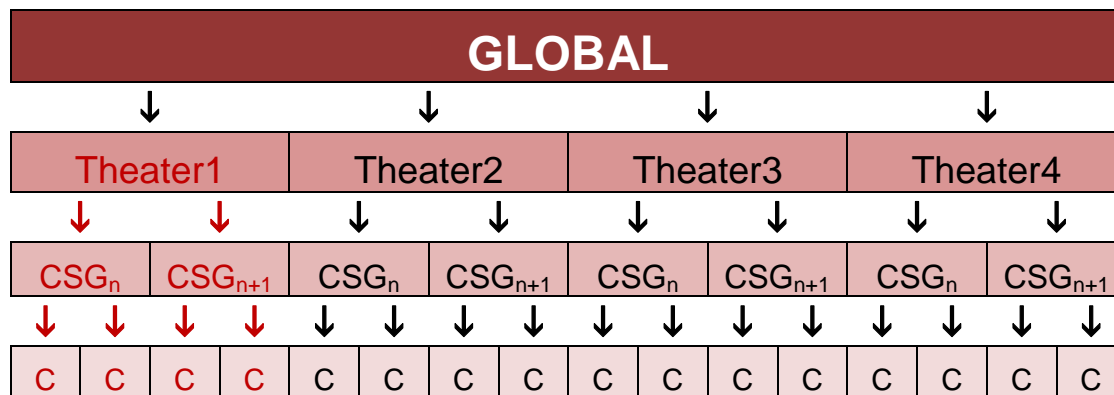
Design Authorization can be centralized for **country sub-group**, **theatre** or **global support** assuming the appropriate company hierarchy has been configured in the Avaya PRM System/Salesforce.com.

- **Global:** An APDS credential attained at any geographic level may count for Avaya Connect purposes across all theatre, country sub-group, and country sales locations (facilitated by Global Hierarchy Implemented in Salesforce/PRM).
- **Theatre:** An APDS credential attained at the theatre level by a partner may count for Avaya Connect purposes for all of that partner's sales locations at the country sub-group and country levels within that particular theatre (facilitated by Theater Hierarchy Implemented in Salesforce/PRM). The APDS credential attained in one theater may not count for Avaya Connect purposes laterally, theatre to theatre unless a Global Hierarchy Implemented is in place.
- **Country Sub-group:** An APDS credential attained at the country sub-group level by a partner may count for Avaya Connect purposes across all of that partner's sales locations at the country levels within that particular country sub-group (facilitated by Theatre Hierarchy Implemented in Salesforce/PRM).

The diagram below illustrates that Design Credential data cascades downward in the geographic hierarchy (Global to Theater to Country Sub-group to Country), never laterally or horizontally.

Example A: GLOBAL – design credential cascades down through the hierarchy through all theaters, country sub-groups, and countries.

Example B: Theatre 1 - design credential cascades down through the hierarchy with the blue text. The APDS credential attained in one theatre may not count for Avaya Connect purposes laterally, theatre to theatre



CSG_n/CSG_{n+1} = Country Sub-group Number One or Country Sub-group Number One+1

C = Country Level

The following Country Sub-groups are comprised of a single Country: US; Canada; Brazil; Mexico; Japan; Korea; Russia; Israel; Pakistan; and South Africa.

Note: Note: For a company to achieve proper credit in PRM for Avaya credentials held by their employees **the headquarters link ID** should be referenced on the employee's Avaya Learning Center profile.

For full details on these country groups please refer to the [Avaya Connect Program Guide for Partners](#)⁴⁶

⁴⁶ <https://sales.avaya.com/documents/1399567693644>

Appendix C: Document Revision History

Date	Page	Section	Update
1 Apr 2016	5	1.1.5	Revised table of restricted versus unrestricted networking products based on product complexity. VSP platforms are restricted as of 9 May 2016.
	37-38	Appendix A	Added required credentials for VSP, Pod Fx, and SDN Fx Healthcare
24 Feb 2016	5	1.1.2 - 1.1.3	Added Pod FX as a restricted product governed by standard authorization requirements.
		Section 3	Removed the text "Inbound Contact Express" from a description of Contact Centre Select.. Removed BCM from tables in main document as now end of sale. Details remain in Appendix A
	19-40	Appendix A	Added clarification text to "Avaya Aura Collaboration Environment" to include "Engagement Development Platform including Snap-ins" under Team Engagement section Added APDS Customer Engagement Solutions (APDS 3370) under Customer Engagement section. Added Pod FX credentials under Networking section
	11-13	3.2	Added a new section to section 3.2: Maintain Authorization (Cloud Service Provider) for Avaya Powered Cloud
	10	3.1.1	Updated link to Satisfaction Survey Policy Guide (https://sales.avaya.com/documents/1399572194606)
	11-13	3.2	Updates to Authorization to Maintain section
	34	Appendix A	ACIS SME Communications removed

30 Oct 2015	4	1.1.1	Changed description of Scopia Endpoint content from “Avaya Scopia Endpoints (XT Videoconferencing Systems, NOT including Telepresence)” To “Avaya Scopia XT Endpoints (including Scopia XT Accessories, Cables, Cameras, Microphones, Options and Licenses)”
		Appendix A	Rebranding of APSS credentials APSS – 1300: APSS - Avaya Networking changes to APSS - Avaya Networking Solutions APSS – 1100: APSS - Unified Communications changes to APSS - Avaya Enterprise Team Engagement Solutions APSS – 1200: APSS - CC changes to APSS - Avaya Customer Engagement Solutions APSS – 1000: APSS - SME Communications changes to APSS - Avaya Midmarket Solutions
	33	Appendix A	Removed row “IP Office (Release 8.0 and prior)”
	33	Appendix A	Added as available: Avaya ANAV Implementation and Maintenance Curriculum and Credential (ASPS)
	33	Appendix A	ACSS - Avaya Midmarket Communications (ACSS - 3000) rebranded ACSS - Avaya IP Office™ Platform
	20-27	Appendix A	Added: APDS - Avaya Enterprise Team Engagement Solutions (APDS - 3170) which can be used interchangeably with either APDS UC, or APDS Scopia as this credential covers both areas.
21	Appendix A	Session Manager, System Manager – correction to error in Sept 29 th edition which incorrectly listed ACIS Avaya Team Engagement as the appropriate maintenance credential instead of ACSS Avaya Team Engagement	
29 Sep 2015	FY16 guide introduced, with the following content changes from FY15 version:		
	35	Appendix A	Included new APDS - Avaya Networking Solutions (APDS - 3570).