



FY16 Avaya Connect Levels & Specializations

United States

United States (Zone 1):

Partner Level	Number of Solution Experts Required	Number of CSAT Surveys Required	Minimum Average CSAT Score
Platinum	3	20	3.5
Gold	2	12	3.5
Silver	1	8	3.5
Authorized	0	0	NA

Sales Authorization in the appropriate solution area is a pre-requisite to earning Expert Designation and must be retained in order to enjoy benefits associates with assigned levels.

Revenue is calculated on a rolling 12-month basis.

CSAT surveys are good for one year. Expert requires 8 surveys; partners must also obtain 4 additional surveys for Gold and 8 additional for Platinum.

Solutions Expert	Credentials Required	Number of CSAT Surveys	Net Solution Revenue	Product Revenues included in Solution for Min. Rev. Threshold
Enterprise Unified Communications Expert	4 APSS - UC	8 Surveys	\$1,500,000	Enterprise UC revenue minus Scopia plus pro-rated share of endpoints
	2 APSS – Scopia			
	2 APDS - UC			
	1 APDS - Scopia			
	1 ACIS –Enterprise Team Engagement			
Enterprise Contact Center Expert	4 APSS - CC	8 Surveys	\$1,000,000	Enterprise Contact Center revenue minus IP IPOCC, Elite-M, AACC-M, and Avaya Contact Center Select (ACCS)
	2 APDS - CC			
	1 ACIS –Enterprise Customer Engagement			
Midmarket Unified Communications Expert	3 APSS - SME	8 Surveys	\$200,000	SMEC revenue plus pro-rated endpoints
	2 APSS - Scopia			
	1 APDS – Midmarket			
	1 APDS - Scopia			
	1 ACIS –Midmarket Team Engagement			
	1 ACDS – Midmarket Team Engagemt			
Midmarket Contact Center Expert	2 APSS SME	8 Surveys	\$50,000	IP Office Contact Center (IPOCC) plus Elite-M, AACC-M, and ACCS
	2 APSS - CC for IP Office			
	1 APDS – CC Select			
	1 ACIS –Midmarket Customer Engagemt			



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Solutions Expert	Credentials Required	Number of CSAT Surveys	Net Solution Revenue	Product Revenues included in Solution for Min. Rev. Threshold
	1 ACDS– Midmarket Customer Engagemt			
Networking Expert	3 APSS - Networking	8 Surveys	\$250,000	all Avaya Networking revenue
	2 APDS - Networking			
	1 ACIS –Fabric Networking OR			
	1 ACIS - Mobility Networking			
Video Expert	3 APSS - Scopia	8 Surveys	\$150,000	all Avaya Scopia revenue
	2 APDS - Scopia			
	1 ACSS - Scopia OR			
	1 ACIS - Enterprise Team Engagement			