

ACIS - SME Communications and ACSS - SME Communications Updated Exams and Curriculums

Overview

Avaya Learning is pleased to introduce updated curriculum offerings and certification exams for the following Small and Medium Enterprise (SME) Communications credentials:

- Avaya Certified Implementation Specialist (ACIS) - SME Communications (ACIS - 6401)
- Avaya Certified Support Specialist (ACSS) - SME Communications (ACSS - 3000)

The revised curriculum accomplishes the following:

- A reduction of total training hours.
 - ACIS: From 46 hours to 33 hours.
 - ACSS: From 45 hours to 24 hours.
- Inclusion of self-paced Avaya web.alive™ content.
- Consolidation of course content into single streamlined offerings.
- Addition of a “virtual-classroom” course for individuals when classroom attendance is not an option.

In support of the revised curriculum offerings, the updated certification exams move Voice Mail Pro and one-X® Portal product implementation content from the ACSS - IP Office Maintenance and Troubleshooting Exam to the ACIS - IP Office Implementation Exam.

Updated ACIS - SME Communications Exam and Curriculum

The updated ACIS - SME Communications certification exam will be available in May, 2012 at Pearson VUE Testing Centers.

- Avaya IP Office Implementation Exam (#6402)

The revised curriculum to prepare for exam #6402 is available starting March 23, 2012 on the Avaya Learning Center. Take the web.alive™ training and either the virtual classroom or Instructor led classroom course offering:

- | | | | |
|-------------------|----------|---|------------|
| • web.alive™ | | IP Office Basic Components | 3.0 hours |
| • V-Classroom | 4S00004V | IP Office Technical Basic Implementation Workshop | 30.0 hours |
| • ILT - Classroom | 4S00004I | IP Office Technical Basic Implementation Workshop | 30.0 hours |

Visit the [ACIS - Small and Medium Enterprise \(SME\) Communications Curriculum Map](#) on the [Avaya Learning Center](#) (www.avaya-learning.com) for full details and to access recommended courseware and exam information.

ACIS Exam and Training Transition Plans

The current ACIS - SME Communications certification exam (#6401) will be retired on June 23, 2012.

For Individuals desiring to complete exam # 6401, it is recommended they take the exam and the following courses prior to June 23, 2012:

- | | | | |
|-------------|-------------|--|------------|
| • Web | AVA00916WEN | IP Office Hardware and Data Components | 6.0 hours |
| • Classroom | ATA01225IEN | IP Office Implementation Workshop | 40.0 hours |

Updated ACSS - SME Communications Exam and Curriculum

The updated ACSS - SME Communications certification exam will be available in May, 2012 at Pearson VUE Testing Centers.

- Avaya IP Office Maintenance and Troubleshooting Exam (#3001)

The revised curriculum to prepare for exam #3001 is available starting March 23, 2012 on the Avaya Learning Center. Take the web.alive™ training and either the virtual classroom or Instructor led classroom course offering:

- web.alive™ IP Office Customized Configuration and Maintenance 6.0 hours
- V-Classroom 5S00004V IP Office Advanced Configuration and Application Workshop 18.0 hours
- ILT - Classroom 5S00004I IP Office Advanced Configuration and Application Workshop 18.0 hours

Visit the ACSS - Small and Medium Enterprise (SME) Communications Curriculum Map on the Avaya Learning Center (www.avaya-learning.com) for full details and to access recommended courseware and exam information.

ACSS Exam and Training Transition Plans

The current ACSS - SME Communications certification exam (#3000) will be retired on June 23, 2012.

For Individuals desiring to complete the current exam #3000, it is recommended they take the exam and the following courses prior to June 23, 2012:

- ILT - Classroom AT100484IEN IP Office Advanced Applications and Troubleshooting 40.0 hours

Questions?

Avaya Learning Help Desk:

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