



**Cómo registrarse en el curso APSS SMB**  
de **Avaya Learning** y obtener la certificación  
correspondiente

Americas Region

- ▶ Ingresar a [www.avaya-learning.com](http://www.avaya-learning.com) con su clave SSO.\*\*
- ▶ En la página inicial de AVAYA LEARNING, diríjase hacia “Explore Learning by credential”

\*\* [Si no posee su clave SSO, clickee aquí para obtenerla.](#)

Welcome, Antonella | My Account | Shopping Cart | Sign out

**AVAYA | LEARNING**

Learning & Certification | My Learning | Support | About

Search

Home

**Knowledge on Avaya Solutions, anytime you need it.**

Avaya Learning brings you the Avaya Learning Virtual Campus. Concise, Business relevant learning on Avaya Solutions, all at one location, available when you need it. Complete your Avaya solution today.

watch the video

**The Avaya Professional Credential Program**  
Get the latest information on Avaya Professional Certification

**Get the Latest Learning News**  
Read about new learning offers, updates and more

Get Started- Search the Learning Catalog

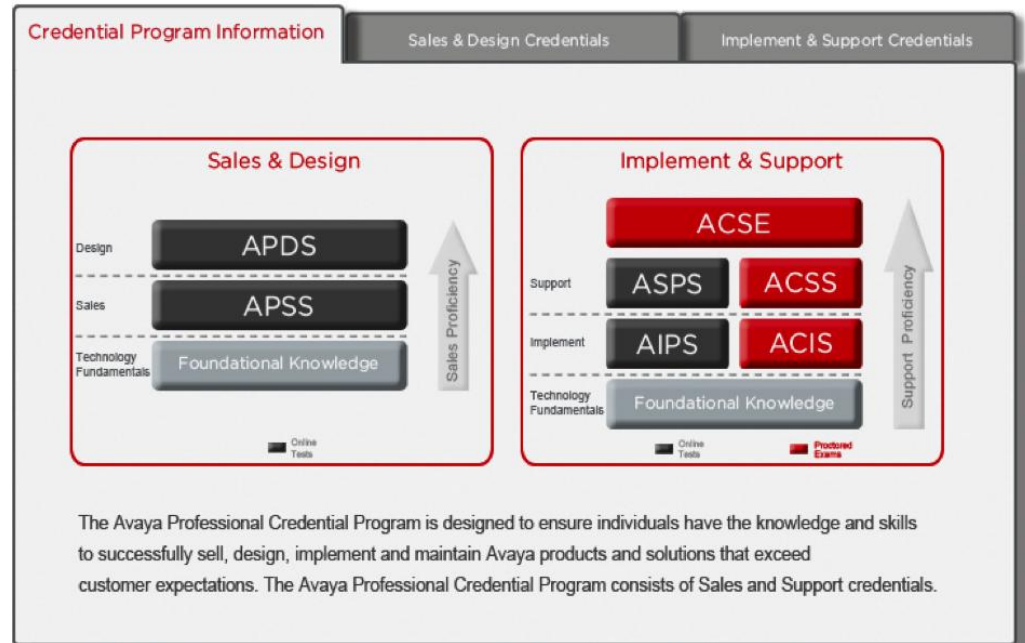
**Explore Learning by Credential**

Enter the main campus area  
*(Register for an offer to access full content)*

**Learning Catalog**

**Related Links**  
User Guides and Tutorials  
Credential Management  
Credential Program Links  
Exam Registration  
Learning Locations

- ▶ Aparecerá un cuadro con los tipos de credenciales.
- ▶ Seleccione SALES AND DESIGN



- ▶ Seleccione de la lista de APSS la opción SME Communications, que corresponde a la credencial **de IP Office** en la parte comercial.

APSS	APDS
<b>Small and Medium Enterprise Communications</b> <a href="#">SME Communications</a>	<b>Small and Medium Enterprise Communications</b> None Available
<b>Unified Communications</b> <a href="#">Unified Communications</a> <a href="#">Radvision Scopia® Solution</a> <a href="#">Avaya Aura® Application Server 5300</a>	<b>Unified Communications</b> <a href="#">Unified Communications</a> <a href="#">Radvision Scopia® Solution</a>
<b>Contact Centers</b>  <a href="#">Contact Centers</a>	<b>Contact Centers</b>  <a href="#">Contact Centers</a>
<b>Avaya Networking</b> <a href="#">Avaya Networking</a>	<b>Avaya Networking</b> <a href="#">Avaya Networking</a>

- ▶ Encontrará los cursos y el examen Online que corresponde a la solución de IP Office. Haga click en el carrito que aparece al lado de cada curso. Esto es para poder registrarse.

Avaya Learning and Certification

Catalog Search > APSS - SME Communications (APSS-1000)

Credential Program > **Notes**  
Map Navigation Guidelines  
In general, the learning activities in the Courses folder provide an overview of the Small and MidMarket Enterprise Communications solutions while the learning activities in the Learning Bytes and Knowledge Sessions folder provides the most current, product specific content, that is not already addressed in the courses. Both the courses and the learning bytes and knowledge sessions are highly recommended and will prepare you to pass the associated Online Test required to earn this Credential.

ALP Program >

Home > If you are NEW to this credential, it is recommended that you complete all of the learning activities in the following order as listed:

- Courses
- Learning Bytes and Knowledge Sessions
- Online Tests

Avaya Test Preparation and Foundational Knowledge  
For optimal credential test/exam preparations please reference the "Test and Exam Preparation Guidelines" posted under the "Program Information Links" on the Credential Landing Page.  
To earn the APSS - SME Communications Credential

**Courses**

- 📖 Small and MidMarket Communications - IP Office Overview and Core Components
- 📖 Small and MidMarket Communications - Selling IP Office Learning Bytes
- 📖 Anti-Bribery/Anti-Corruption (ABAC) Compliance Training Module for Business Partners

**Learning bytes and knowledge sessions - there are currently no sessions available for this section**

**Online Tests**

Take one of the following online tests to earn the APSS - SME Communications Credential

- 📖 Small and MidMarket Communications-Online Test

Enhancing Your Knowledge

AIPS Avaya IP Office Curriculum  
APSS SME Communications Curriculum

AIPS Avaya IP Office Curriculum  
APSS SME Communications Curriculum

- ▶ Seleccione la opción “Click here to proceed to check out”
- ▶ Elija la opción de la izquierda que dice “Payment”

Shopping Cart

Order #29113

Id	Action	Item Status	Offering	Session	Enrollment	List Price	Qty	Tax Rate	Discount	Extended Price
83989	Remove	NEW Not Shipped	2S000100 - Small and MidMarket Communications - IP Office Overview and Core Components <i>(On Demand)</i>	N/A	N/A	0.00 USD	1	0%	100.0%	0.00 USD

**Order Subtotal** 0.00 USD  
**Est. Tax** 0.00 USD  
**Est. Shipping** 0.00 USD  
**Applied Credit** 0.00 USD  
**Total** 0.00 USD  
*Taxes / VAT not included*

- ▶ De la lista desplegable, seleccione la opción “NO CHARGE”

Welcome, Antonella | My Account | Shopping Cart | Sign out

AVAYA | LEARNING
Learning & Certification
My Learning
Support
About

Search

### Shopping Cart

History >

View Cart >

Payment >

**Payment**

Select	Line Item	Offering Name	Qty	Price	Payment	Balance
<input checked="" type="checkbox"/>	83989	2S000100 - Small and MidMarket Communications - IP Office Overview and Core Components <i>On Demand</i>	1	0.00 USD	0.00 USD	0.00 USD
Select All						<b>Totals: 0.00 USD 0.00 USD 0.00 USD</b> <small>Taxes / VAT not included</small>

Payment Method Select one...

Select Select one... made. to this order (see notes below).

- Invoice (no Purchase Order)
- No Charge
- Promo Code
- Purchase Order

place order

If you are located outside the United States, please select the "Purchase Order" payment method in the dropdown list. You will then be asked to upload your Purchase Order to complete your enrollment.

If you are located within the United States, you may select "Purchase Order" or "Invoice [no Purchase Order]". This will depend on your Company's policy as to whether POs are required to support the invoicing process or not.

The remaining Payment Methods would be used towards a pre-approved arrangement with Avaya Learning. You would receive special instructions for enrollments and payment method choices in these scenarios.

If the costs of your Cart items totals \$0, simply choose the "No Charge" option.

Please call your respective Avaya Learning Help Desk if you need assistance. Use the Support Tab above to find contact information.

- ▶ Tiene siempre que colocar la orden de compra, por lo que debe hacer click en PLACE ORDER.

AVAYA | LEARNING

Welcome, Antonella   [My Account](#)   [Shopping Cart](#)   [Sign out](#)

Learning & Certification

My Learning

Support

About

Search ▶

Shopping Cart

History ▶

**Payment**

View Cart ▶

**Payment** ▶

Select	Line Item	Offering Name	Qty	Price	Payment	Balance
<input checked="" type="checkbox"/>	83989	2S000100 - Small and MidMarket Communications - IP Office Overview and Core Components <i>On Demand</i> Student: Antonella Monteleone	1	0.00 USD	0.00 USD	0.00 USD
Select All						Totals: 0.00 USD 0.00 USD 0.00 USD
						<i>Taxes / VAT not included</i>
Payment Method <span style="border: 1px solid #ccc; padding: 2px 5px; border-radius: 4px;">Select one...</span>						
Transaction Nr.	Line Item	Payment Method	Billing Address	Billed?	Amount	Action
68367	83989	No Charge (#)	Lavalle 1877 Buenos Aires, AL AR	N	0.00 USD	Remove
TOTAL SUBMITTED: 0.00 USD						<div style="border: 2px solid #c00000; border-radius: 50%; padding: 5px 15px; display: inline-block; color: white; font-weight: bold;">place order</div>



- ▶ Diríjase a la Opción en la parte superior que dice “My Learning” y allí encontrará el curso al que se acaba de registrar.
- ▶ Debe realizar el mismo procedimiento para los demás módulos de la credencial. Lo mismo para el examen.

The screenshot shows the Avaya Learning portal interface. At the top, there is a navigation bar with the Avaya Learning logo and several menu items: Learning & Certification, My Learning (highlighted), Support, and About. There is also a search bar and a user profile section for Antonella.

Below the navigation bar, the page title is "My Learning | Current Courses". A message states: "Click the course titles to launch your current courses or view additional details. Courses will open in a new window." Below this, it says "Showing 1 to 20 of 20" with a dropdown menu.

Course Code	Course Title	Enrollment Status	Start	Timezone
2S000100	Small and MidMarket Communications - IP Office Overview and Core Components	ENROLLED	2013-10-23 09:08:00	N/A

On the left side of the page, there is a sidebar menu with the following items: Current Courses, Skillssoft Courses, Training Transcript, Catalog Search, and Home.

**Una vez que finalice las credenciales, los certificados podrán verse en Avaya Credential Management.**

**Deberá contar con un usuario y contraseña para ingresar a este apartado.**

**Si es que no recibió ningún email respecto a este tema una vez completa la credencial, deberá comunicarse con soporte de avaya learning al telefono 54 11 4118 4330**

<b>01-Pre-Qualified</b>	<b>Cuando la lead se convierte en una oportunidad, por defecto aparecerá en éste Status.</b>
02 – Qualified	Significa que se han puesto en contacto con el cliente y entendido sus necesidades y voluntad de hacer negocios.
03 – Proposed	Se ha realizado una propuesta en la comunicación con el cliente. Desde esta etapa el distribuidor asignado podrá ver la oportunidad con acceso de sólo lectura.
04 – Contract	Sugiere que el contrato ha sido elaborado y compartido con el cliente. En ésta etapa los campos requeridos deberán ser actualizados con cualquier cambio o nueva información.
05 - Agreement To Purchase	Un acuerdo de compra implica que el cliente se ha decidido por una marca la cuál satisface sus necesidades.
06 - Closed Won	El canal trabajará con su Account Manager para cerrar la oportunidad con el cliente final. Una vez cerrada actualizar toda la información en el PRM.
07 - Dead or Lost	Se utiliza ésta etapa cuando el negocio se ha perdido por distintas cuestiones, a saber: cliente se decidió por otra marca; cliente decidió cancelar el proyecto; se ha perdido la comunicación con el cliente.