

Avaya Certified Professionals



AACC–Avaya Aura® Contact Center
AAEP–Avaya Aura® Experience Portal

M&C has got you covered...

ACSS

- 3300 - CC – AACC
- 3301 - CC – AACC
- 3305 – AAEP with POM -
Implementation and Maintenance
- 6202 - CC – AACC

ACSI

- 709 - Implementation: Avaya Voice Self Service

APSS

- 1200 APSS - CC -Sales
- Avaya Customer Engagement Solutions
- Team Engagement Solutions
- Customer Experience Management
- Avaya Networking / Unified Communications / Contact Center
- Selling Self-Service Solutions

APDS

- 2100 - CC – Design, Administer Voice Portal and Interactive Response

ACIS

- 6209 - AACC - CCT and Multimedia
- 6203 - CC - Avaya Voice Portal
- Designing Avaya Self Service Solutions
- Implement, Maintain and Administer Voice Portal 4.0

PACRS

- 200 PA - Sales: Voice Self Service

PACRD

- 200 PA - Design: Avaya Voice Self Service

PACRI

- 200 PA – Implementation: Avaya Voice Self Service

Nuance/Loquendo Developer & Support Certification

M&C Associates, LLC

700 Veterans Memorial Hwy, Suite 335

Hauppauge, NY 11788

www.m-cassociates.com | (631) 467-8760

sales@m-cassociates.com