

Avaya Certified Professionals



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

M&C has got you covered...

ACSS

- 3300 – CC – AACC
- 3305 – AAEP with POM - Implementation and Maintenance
- 3312 – CC – AACC Administration
- 3313 – CC – Maintenance and Troubleshooting

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 – CC – CCT and Multimedia
- 6210 – Avaya Aura Contact Center
- 6203 – CC – Voice Portal
- 6202 – CC – AACC Implementation
- 6211 – CC – Multimedia Implementation
- 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

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