



## Co-Delivery Certified Partner Contacts Verification Process

### Frequently Asked Questions

**Question: Why is Avaya making changes to the Co-Delivery Certified Partner verification process?**

**Answer:** Nothing is changing in terms of the parameters of Co-Delivery Partner agreements. Rather, Avaya is planning to enforce requirements of those agreements. That is, ensure that Co-Delivery Service Requests (SR) originate only from properly certified contacts. **For our Partners**, their certified contacts are able to effectively address an issue with first-tier support and directly manage the end-customer relationship. **For Avaya**, technical experts can remain focused on more advanced problem-solving support. **For End-Customers**, they can receive the fastest, most efficient support possible in times of need.

**Question: Will this significantly impact how I obtain Avaya support for my end-customer?**

**Answer:** All products with co-delivery support contracts in place will have a required certification. The only exception is for Open Networking products that do not require authorisation. For information regarding Avaya Connect product certifications, please refer to the [Avaya Connect Solution Authorization Policy Guide](#).

**Question: Does this policy apply to all Avaya products?**

**Answer:** No. Certifications are not offered on the entire Avaya product suite, but where they do exist this process will be enforced. Issues for products without certifications may be reported by any Co-Delivery Partner contact. For information regarding Avaya Connect product certifications, please refer to the [Avaya Connect Solution Authorization Policy Guide](#).

**Question: Will there be a grace period as part of the new policy change implementation?**

**Answer:** No. Given that our policies and requirements are not actually changing, no grace period is warranted. Instead, Partners are being reminded of the requirement to hold a Co-Delivery Maintenance Authorization and advised to ensure that their staff certifications meet their support contracts to their end customers' needs.

**Question: How do I determine who the properly credentialed Partner contacts are at my company and for which Avaya products they are certified for?**

**Answer:** There are actually a couple of ways to get this information:

1. If you have access to Avaya's [Partner Relationship Management \(PRM\) tool](#), you can view this from your Company Profile under the Individual Training Credentials.
2. If you do not have access to Avaya's PRM tool, then you can contact the [Avaya Connect Partner Help Desk](#) and ask for your company's PRM Administrator. The PRM Administrator within your company will then have access to produce a report of the credentialed employees of your company.

**Question: If there is an error with my product certification data, how do I correct it?**

**Answer:** Errors in your product certification data can be caused for various reasons.

1. The student should confirm their Avaya profile has the correct Link ID. The credentials will be applied to the partner's Link ID associated on their student profile.
2. The student should also confirm that the credential is posted to their Avaya Learning Credential Management (CMS) student profile. Once the student completes an on-line test or a proctored exam must process through the systems to post to the CMS.
3. If the student credential is not posted to the partner's PRM profile, it is most likely due to one of the items above. It can take up to one week for a student test/exam to post as a credential on the CMS and then feed to the PRM system.

To inquire about any issue above, contact [Avaya Learning Help Desk](#) for assistance.

**Question: If I have questions about the policy, who do I contact?**

**Answer:** For information regarding Avaya Connect product certifications, please refer to the [Avaya Connect Solution Authorization Policy Guide](#) or navigate to the document from the [Avaya Sales Partner Portal](#): Home>Partner Programs>Avaya Connect Partner Program>Program Requirements – Authorization to Maintain.

For information about co-delivery partner responsibilities please refer to the related Co-delivery Support Service Agreement Supplement or PASS Service Description that can be found in the [Avaya Sales Partner Portal](#): Home>Services>Contracts and Descriptions

If your question was not answered by one of these FAQs, please send your inquiry to: [support@avaya.com](mailto:support@avaya.com).