




PARTNER GUIDE

Partner Training Catalog 2016

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A decorative graphic in the bottom right corner of the page consists of several overlapping, thick, curved bands. One prominent band is a vibrant red, while the others are a light grey. The bands curve from the bottom right towards the center of the page, creating a sense of movement and depth.

Contents

Introduction3	Certification Training Tracks 30	Specialization Training Tracks . 43	How to register 58
How to make the most of Polycom University and this catalog3	Certification tracks 31	Training for Specialization..... 43	Navigation to and registering for courseware 58
Partner training tutorials and courseware.....3	RealPresence Clariti Certification..... 32	Cloud Specialization 44	Class and Student Cancellation Policy Guidelines for Polycom University 59
Training for Certification3	RealPresence Platform Certification..... 33	Cloud Video Operator Specialization... 44	
Specialization training tracks.....4	Video Content Management Certification 34	Cloud Video Operator Engineer 44	
Training delivery4	Video Endpoints Certification..... 35	Cloud Video Operator Marketing 44	
Pricing5	RealPresence Immersive Certification.. 36	Practice Specializations..... 45	
Help and Assistance5	Voice Endpoints Certification37	Collaborative Justice Practice Specialization 45	
	Installed Voice Certification 38	Education Practice Specialization..... 45	Courseware indexes 60
	Microsoft Video Endpoints Certification ... 39	Healthcare Practice Specialization..... 46	Courseware index : by product / solution / service 63
Partner Training Tutorials and Courseware 6	Microsoft Voice Endpoints Certification40	US Federal and NATO Practice Specialization 46	Courseware index : by course code..... 70
Overview and introductory tutorials.6	Basic Video Endpoints Certification 41	Manufacturing Practice Specialization . 46	
Polycom Overview.....6	Basic Group Video Endpoints Certification 42	RealPresence Solutions Specialization.47	Appendix 73
Sales / Marketing / Pre-Sales Technical / SE.....9		Services Specializations overview . 48	Definitions.....73
Solution Selling and Sales Skills.....9		RealPresence Services Specialization . 48	Abbreviations.....74
RealPresence Clariti9		RealPresence Implementation Services Specialization 48	Useful contacts74
RealPresence Platform10		Services Specializations..... 49	
Video Content Management.....12		RealPresence Services Specialization Help Desk RPSAT300..... 49	
Video Solutions.....13		RealPresence Services Specialization for Field Support Engineer RPSAT300FSE 51	
Microsoft Solutions 16		RealPresence Immersive Services Specialization RPIAT300..... 52	
Voice.....16		Essential Implementation Services for Field/Implementation Engineer..... 53	
Post-Sales / Services / SE 18		RealPresence Implementation Services Specialization RPIMPAT300 for Field/ Implementation Engineer 54	
RealPresence Platform 18		Video Content Management (VCM) Implementation Services Specialization 56	
Video Content Management.....20		RealPresence Integration Services Specialization for Microsoft RPIMSAT300 57	
Video20			
Microsoft Solutions21			
Voice.....21			
Fundamental and Essential Skills.....22			
Customers / SE / Services..... 24			
System Administration 24			
Assessments..... 25			

Introduction

How to make the most of Polycom University and this catalog

Polycom University offers more than 100 linked training resources ranging from short self-study documents, videos and online tutorials, to remote lab sessions, Instructor-Led and in-depth classroom programs.

Of these, more than 50% are free online tutorials less than 30 minutes in duration – making it easy for you to quickly get up-to-speed with the full range of Polycom Voice, Video and Immersive Telepresence solutions.

To simplify access to these materials, this catalog groups training materials according to your job function and by product group. So, whether you're a Sales or Marketing professional looking for a brief introduction to the Polycom® RealPresence® Platform, or a Services consultant wanting an in-depth course on Microsoft design, deployment, configuration and troubleshooting, the catalog has been specifically designed to take you straight to the information you need.

Also listed are overview tutorials that all your customer-facing professionals will benefit from reviewing. And, along with the training resources themselves, the catalog includes information on assessments, the training tracks and requirements for partner Certification and Specialization, registration, and an index of courses by subject and reference number.

The partner training resources provided by Polycom University are designed to help your organization to better position, market, sell and support Polycom solutions. This catalog will help you simplify those tasks.

Notes

As training materials are grouped by job function as well as by solution/product, specific tutorials and courses may be included in more than one section.

All descriptions include detailed information outlining the content, target audience(s), delivery method, duration and whether payment is required.

As new courses are frequently being added, please use this catalog as a guide. To see the most up-to-date list of offerings, please visit Polycom University, which is located in the TRAINING section on PartnerConnect.

Partner training tutorials and courseware

Many of the training materials listed in this catalog are applicable to multiple audiences, which are designated as follows:

- Overview tutorials will be of benefit to all customer-facing personnel, including Sales, Marketing, Sales Engineers (SEs) and Services.
- Sales includes professionals such as Territory Account Managers, Channel Account Managers, Inside Sales Territory Account Managers, and any other individuals (including SEs) that are on the Sales side of the business. Typically, training materials targeted at a Sales audience will be focused on “what this is and how to position it”.
- Marketing tutorials and courses also focus on “what this is and how to position it”.
- SEs are the target audience for training materials that have a sales focus, but are more technical and may include some solution administration, deployment, and/or implementation content. (Sales, Marketing and some Services- and Customer-oriented tutorials and courses will also be appropriate for SEs.)
- Services tutorials and courses have a primary focus on administration, deployment, implementation and servicing of Polycom solutions. Roles that would typically take this training include Field Engineers, Implementation Engineers, and Help Desk Support personnel.
- Customer courses focus primarily on content that System Administrators will find helpful in administering RealPresence Platform and other Polycom environments.

Training for Certification

For step by step instructions on how to register for certifications and learning tracks download the **Polycom University Quick Start Guide** from the **Course Information and Registration** menu under the **TRAINING** tab on PartnerConnect.

Each certification has a ‘Sales’ track and a ‘Technical’ track. If your business wishes to achieve a particular certification, you must have a minimum of two learners completing both the Sales and Technical tracks.

Click the **Certification Training Tracks** tab above to go to this section.

- Introduction
- Training delivery
- Pricing
- Help and assistance
- Guide to symbols

Specialization training tracks








To enable your employees to achieve specialized status in a structured and efficient manner, Polycom has created a series of training tracks meeting the particular needs of professionals including:

- Sales, Pre-Sales and System Engineers
- Field Support Engineers
- Help Desk personnel
- Field/Implementation Engineers

Click the **Specialization Training Tracks** tab above to go to this section.

Training delivery

As well as helping you to quickly become proficient on Polycom solutions, Polycom University training materials are designed to maximize learning by incorporating the latest instructional methodologies, ensuring each student leaves the training with relevant and usable skills related to their job roles. Many also incorporate hands-on experience with Polycom solutions, to minimize time spent out-of-business.

<p>Online Tutorials and Courses</p> <p>Polycom University offers a wide variety of online tutorials and courses to help drive partner competencies. Many of these help students prepare for required Certification assessments; and individuals can often take these tutorials and courses at their own pace.</p>		<p>Virtual Instructor-Led Training (VILT)</p> <p>Polycom University Virtual Instructor-Led training provides remotely delivered training in which students interact face-to-face with peers and expert instructors without leaving their office or home. Polycom University is currently piloting this form of delivery on select courses. Course offerings may be subject to a course fee and availability.</p>	
<p>Remote Labs</p> <p>Polycom University offers hands-on access to remote labs. Courses designated as Remote Labs are not Instructor-Led, but are scheduled at specific times to allow students the required access to remote lab infrastructure. The classes take approximately eight (8) hours to complete, with the virtual environment available over a three (3) day period, allowing time to complete the eight (8) hours of required labs working at the student's own pace. Course offerings may be subject to a course fee and availability.</p>		<p>Self-study</p> <p>Polycom University self-study modules link students to documents, videos and self-paced learning sets that are designed to enable them to not only improve their knowledge and skills, but also to prepare for instructor-led courses and online assessments.</p>	
<p>Instructor-Led Training (ILT)</p> <p>Polycom University Instructor-Led training allows students to experience face-to-face instruction with opportunities to complete hands-on labs. This training is offered via several global classroom locations, and may be subject to a course fee and availability. For details, please visit Polycom University in the TRAINING section on PartnerConnect.</p>		<p>External Testing Center Exam</p> <p>Polycom University offers exams such as the Polycom Certified Video Engineer (PCVE) exam at external testing centers. PCVE is currently offered from Prometric sites across the globe.</p>	
		<p>Online Assessments</p> <p>Polycom University offers many online assessments. Many eLearning courses and assets are available to help individuals prepare for these assessments.</p>	

Pricing

In general, all eLearning courses are free of charge, whereas (with a few exceptions) all Instructor-Led (whether in-person or remote) and remotely delivered hands-on lab courses have a fee.

Current pricing varies by region, and this is reflected on Polycom University and PartnerConnect.

Free courses are designated with the symbol 

All courses with a fee are designated with the symbol 

Help and Assistance

For inquiries related to Polycom University, assessments, eLearning, navigation, registration and transcripts, please email PolycomU@polycom.com.


















For inquiries related to Europe/Middle East/Africa Instructor-Led course scheduling and availability, please email emeatraining@polycom.com

For inquiries related to Asia Pacific Instructor-Led course scheduling and availability, please email aprt@polycom.com.

For inquiries related to Americas, Caribbean and Latin America Instructor-Led course scheduling and availability, please email training@polycom.com.

For virtual lab support, please email mylabs_support@polycom.com.

You can also find out more about training through your Polycom Channel Business Manager or Distributor.

Guide to symbols used in this catalog					
					
eLearning	Online Assessment	Remote Labs Self-Paced Training	Self-study	Instructor-Led Training (ILT)	Virtual Instructor-Led Training (VILT)
					
Field Training	External Testing Site Exam	Completed Certification or Specialization track	Post qualification follow-up requirements	Target audience	Tutorial time or course length
					
No charge	Fees apply	Prerequisite information	Important information relating to the course	Further information	

Partner Training Tutorials and Courseware

Overview and introductory tutorials

Introductory tutorials for all customer-facing partner personnel.





















Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

Polycom Overview				
Introduction to Polycom PLCMOS101				
This tutorial introduces Polycom, our vision and brand - including a brief look at our history, where we came from, and how Polycom has developed over time.				
	Sales, Marketing, SEs, Services	eLearning	21 minutes	no charge
Introduction to Voice and Video Technologies RPPAVOS102				
This tutorial introduces voice and video technologies - including what infrastructure is, what networks are and how they are created, and the implications for video and audio collaboration environments.				
	Sales, Marketing, SEs, Services	eLearning	25 minutes	no charge
Introduction to Polycom Capital PLCMOS105				
This tutorial introduces Polycom Capital (formerly Polycom Financial Services), including what it is, why customers should utilize it, the financing benefits for partners, case studies of customer benefits, and suggestions for overcoming objections.				
	Sales, Marketing, SEs, Services	eLearning	15 minutes	no charge
Customer Focused Solution Selling CFSSOS101				
This customer-focused tutorial provides tools and information to help you identify customer business issues and impacts, learn which stories carry the greatest impact, and see where you can find existing case studies. It also includes a review of the VIP2 square framework.				
	Sales, Marketing, SEs, Services	eLearning	13 minutes	no charge
Introduction to Virtualization RPEOS111				
This tutorial introduces virtualization, the meaning of the terms associated with it, and how this relates to Polycom and the RealPresence® Platform® solutions that can be deployed in a virtualized environment.				
	Sales, Marketing, SEs, Services	eLearning	9 minutes	no charge

Overview training

Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

<p>Introduction to RealPresence Platform RPPOS103</p> <p>This tutorial introduces the key components of the Polycom RealPresence Platform - the most comprehensive infrastructure software platform for universal video collaboration, which powers Polycom's market leading RealPresence video solutions including Mobile, Desktop and Group Series.</p>				
<p>Introduction to RealPresence Platform Virtual Edition RPPVEOS106</p> <p>This tutorial introduces the RealPresence Platform Virtual Edition and RealPresence One solutions, including how they work and how they differ from appliance-based solutions.</p>				
<p>RealPresence One</p> <p>Please see this site (http://connect.polycom.com/content/polycom/ppn/home/products-and-services/software-platforms/realpresence-one/realpresence-one.html) on PartnerConnect for RealPresence One materials. RealPresence One content is also included in the course "Introduction to RealPresence Platform Virtual Edition RPPVEOS106".</p>				
<p>Introduction to Polycom Video Endpoints PLCMOS104</p> <p>This tutorial introduces Polycom Video Endpoints, what technology is used and which products they include.</p>				
<p>Introduction to Polycom Voice PLCMVOS102</p> <p>This tutorial introduces Polycom Voice, including the technology behind voice and Polycom desktop solutions.</p>				
<p>Introduction to Vertical Markets PLCMVOS110</p> <p>This tutorial provides an overview of vertical markets and why they're important to Polycom.</p>				

Overview training

Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

<p>Vertical Market Overview Manufacturing VMOMOS101</p> <p>This tutorial gives an overview of the Manufacturing market, including profitability, collaborative decision environments and customer success stories within the market.</p>	 <p>Sales, Marketing, SEs, Services</p>	 <p>eLearning</p>	 <p>16 minutes</p>	 <p>no charge</p>
<p>Vertical Market Overview Education VMOE102</p> <p>This tutorial gives an overview of the Education market, including profitability within the market, collaborative decision environments and customer success stories.</p>	 <p>Sales, Marketing, SEs, Services</p>	 <p>eLearning</p>	 <p>11 minutes</p>	 <p>no charge</p>
<p>Vertical Market Overview Collaborative Justice VMOOS101</p> <p>This tutorial provides an overview of the Collaborative Justice market, including latest trends, challenges, and applications using Polycom solutions.</p>	 <p>Sales, Marketing, SEs, Services</p>	 <p>eLearning</p>	 <p>13 minutes</p>	 <p>no charge</p>
<p>Vertical Market Overview Healthcare VMOHOS102</p> <p>This tutorial gives an overview of the Healthcare market, including trends, challenges, applications and new Polycom solutions.</p>	 <p>Sales, Marketing, SEs, Services</p>	 <p>eLearning</p>	 <p>23 minutes</p>	 <p>no charge</p>
<p>US Federal and NATO Practice Specialization Overview FEDOS101</p> <p>This tutorial introduces the purpose and benefits of the Polycom US Federal and NATO Practice Specialization. It discusses the program's benefits and requirements, describes the Preferred Program eligibility criteria and process, and summarizes both the US Trade Agreement Act and the GSA program guidelines and process.</p>	 <p>Sales, Marketing, SEs</p>	 <p>eLearning</p>	 <p>22 minutes</p>	 <p>no charge</p>

Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

Sales / Marketing / Pre-Sales Technical / SE

This section includes tutorials primarily for sales, marketing, pre-sales technical and SE partner personnel, although many are useful for services personnel too. These online tutorials provide introductory information for Polycom solutions and are recommended for the preparatory work for the assessments required for achieving partner certifications. The Training Tracks for Certification section details which tutorials are recommended for Certifications.

Solution Selling and Sales Skills				
Customer Focused Solution Selling CFSSOS101				
This customer-focused tutorial provides tools and information to help you identify customer business issues and impacts, learn which stories carry the greatest impact, and see where you can find existing case studies. It also includes a review of the VIP2 square framework.				
	Sales, Marketing, SEs, Services	eLearning	13 minutes	no charge
Increase Revenue with Advantage Service SEROS104				
This tutorial provides an overview of the Advantage support service, a high-value support offering available as a partner branded or Polycom branded offering from the Polycom Services team.				
	Sales, Marketing, SEs	eLearning	16 minutes	no charge
How to Market a Subscription Service HMSSOS101				
This tutorial provides an overview of how to sell and market a service subscription such as a Polycom cloud video service, including best practices and the differences with selling and marketing products.				
	Sales, Marketing	eLearning	15 minutes	no charge
RealPresence Clariti				
Positioning RealPresence Clariti Sales RPPCLOS101				
This tutorial provides an overview of RealPresence Clariti, the differences between RealPresence Clariti and RealPresence Platform, and key customer takeaways.				
	Sales, Marketing, SEs, Services	eLearning	20 minutes	no charge
Experience RealPresence Clariti Technical RPECLOT201				
This tutorial enables the learner to experience RealPresence Clariti, including lab simulations allowing students to practice their skills.				
	Sales, Marketing, SEs, Services	eLearning	20 minutes	no charge
RealPresence Clariti Technical Overview RPCLOT201				
This tutorial provides a technical overview of RealPresence Clariti, with a particular focus on RealPresence Clariti deployment options, purchase model and add-on options for the solution.				
	Sales, Marketing, SEs, Services	eLearning	20 minutes	no charge

Sales / Marketing / Pre-Sales Technical / SE

Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

<p>Introduction to Quoting RealPresence Clariti RPCLOT202</p> <p>This tutorial provides an overview of RealPresence Clariti, and defines concurrent user licenses, how to identify greenfield opportunities, and add-on options for RealPresence Clariti.</p>				
<p>Introduction to Deployment Services for RealPresence Clariti RPLCOT203</p> <p>This self-paced tutorial is designed to provide an overview of deployment services for RealPresence Clariti. Activities include downloading appropriate reference material from the Polycom PartnerConnect website, reviewing the course materials and confirming course completion. Each activity must be completed in sequence.</p>				
RealPresence Platform				
<p>Introduction to RealPresence Platform RPPOS103</p> <p>This tutorial introduces the key components of the Polycom RealPresence Platform - the most comprehensive infrastructure software platform for universal video collaboration, which powers Polycom's market leading RealPresence video solutions including Mobile, Desktop and Group Series.</p>				
<p>Introduction to RealPresence Platform Virtual Edition RPPVEOS106</p> <p>This tutorial introduces the RealPresence Platform Virtual Edition and RealPresence One solutions, including how they work and how they differ from appliance-based solutions.</p>				
<p>RealPresence One</p> <p>Please see this site http://connect.polycom.com/content/polycom/ppn/home/products-and-services/software-platforms/realpresence-one/realpresence-one.html on PartnerConnect for RealPresence One materials. RealPresence One content is also included in the course Introduction to <i>RealPresence Platform Virtual Edition RPPVEOS106</i>.</p>				
<p>Positioning Universal Video Collaboration RPPOS104</p> <p>This tutorial follows on from the Introduction to RealPresence Platform tutorial, and looks at universal video collaboration and how to position it with your customers.</p>				

Sales / Marketing / Pre-Sales Technical / SE

Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

<p>Experience RealPresence Collaboration Server RPPCSOS103</p> <p>This tutorial looks at basic implementation and usage of the RealPresence Collaboration Server, with a focus on RealPresence Collaboration Server (RMX) 1500 as indicative of the range of appliances.</p>				
<p>Introduction to RealPresence Web Suite and Web Suite Pro RPWSPOS101</p> <p>This tutorial provides an introduction to RealPresence Web Suite and Web Suite Pro, what they are and what they do.</p>				
<p>Positioning RealPresence Web Suite and Web Suite Pro RPWSPOS101</p> <p>This tutorial follows on from the Introduction to RealPresence Web Suite and Web Suite Pro and explains how to position the solutions with your customers.</p>				
<p>Experience RealPresence Web Suite and Web Suite Pro ERPWSPOS101</p> <p>This tutorial provides interactive training on RealPresence Web Suite and Web Suite Pro, including features and customer benefits.</p>				
<p>Positioning Management Applications RPEOS115</p> <p>This tutorial follows on from the Introduction to RealPresence Platform tutorial, and examines Management Applications and how to position them with your customers.</p>				
<p>Introduction to Flexera Licensing FLXOS101</p> <p>This tutorial provides an overview of Flexera Licensing, what it is, why you would want it and how it works.</p>				
<p>Positioning Firewall Traversal PFTOS101</p> <p>This tutorial follows on from the Introduction to RealPresence Platform tutorial, and looks at firewall traversal solutions and how to position them with your customers.</p>				

Sales / Marketing / Pre-Sales Technical / SE

Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

<p>VBP 7301 Sales Training VBPTOS101</p> <p>This tutorial provides an overview of the Video Border Proxy (VBP) 7301, including key features and functions, and how to identify target customers and position the solution.</p>				
Video Content Management				
<p>Introduction to RealPresence Platform RPPOS103</p> <p>This tutorial introduces the key components of the Polycom RealPresence Platform - the most comprehensive infrastructure software platform for universal video collaboration, which powers Polycom's market leading RealPresence video solutions including Mobile, Desktop and Group Series.</p>				
<p>Introduction to RealPresence Platform Virtual Edition RPPVEOS106</p> <p>This tutorial introduces the RealPresence Platform Virtual Edition and RealPresence One solutions, including how they work and how they differ from appliance-based solutions.</p>				
<p>Positioning Recording Streaming and Content Management RPPRSOS101</p> <p>This tutorial follows on from the Introduction to RealPresence Platform and looks at recording, streaming and video content management and how to position this with your customers.</p>				
<p>Experience RealPresence Media Suite ERPMSOS101</p> <p>This tutorial introduces the RealPresence Media Suite experience, including the five most common end user workflows for the solution.</p>				
<p>Experience RealPresence Media Manager RPMMSOS102</p> <p>This tutorial provides an interactive training of the RealPresence Media Manager experience. The module covers how to log in and use RealPresence Media Manager to view content and includes 'Try It Yourself' simulations that allow students to practice skills.</p>				

Sales / Marketing / Pre-Sales Technical / SE


Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

Video Solutions				
Introduction to Polycom Video Endpoints PLCMOS104				
This tutorial introduces Polycom Video Endpoints, what technology is used and which products they include.	 Sales, Marketing, SEs	 eLearning	 10 minutes	 no charge
Positioning RealPresence Desktop RPEOS105				
This tutorial follows on from the Introduction to Polycom Video Endpoints tutorial and looks at RealPresence Desktop solutions and how to position them with your customers.	 Sales, Marketing, SEs, Services	 eLearning	 8 minutes	 no charge
Experience RealPresence Desktop RPEDOS103				
This tutorial provides an introduction to the RealPresence Desktop application, and covers installation, placing calls, and working with contacts. It includes simulations allowing students to practice their skills.	 Sales, Marketing, SEs, Services	 eLearning	 13 minutes	 no charge
Positioning RealPresence Mobile RPEOS106				
This tutorial follows on from the Introduction to Polycom Video Endpoints tutorial, and looks at RealPresence Mobile solutions and how to position them with your customers.	 Sales, Marketing, SEs, Services	 eLearning	 7 minutes	 no charge
Experience RealPresence Mobile RPEMOS102				
This tutorial provides an introduction to the Polycom RealPresence Mobile application for Apple iOS® and Android™. It covers installation, placing calls and working with contacts.	 Sales, Marketing, SEs, Services	 eLearning	 13 minutes	 no charge
Positioning RealPresence Group Series PRPGOS101				
This tutorial follows on from the Introduction to Polycom Video Endpoints tutorial, and looks at RealPresence Group Series and how to position it with your customers.	 Sales, Marketing, SEs, Services	 eLearning	 10 minutes	 no charge

Sales / Marketing / Pre-Sales Technical / SE









Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

<p>Positioning Group Series 310 GSOS102</p> <p>This tutorial outlines RealPresence Group Series 310 and how to position it with your customers.</p>				
<p>Experience RealPresence Group Series RPEGOS104</p> <p>This interactive tutorial covers what the RealPresence Group Series experience is, including lab simulations allowing students to practice their skills.</p>				
<p>Positioning RealPresence Centro PRPCOS101</p> <p>This tutorial follows on from the Introduction to Polycom Video Endpoints tutorial, and introduces the RealPresence Centro and how to position it with your customers.</p>				
<p>Positioning HDX PHDXSOS101</p> <p>This tutorial follows on from the Introduction to Polycom Video Endpoints tutorial, and introduces the HDX Series and how to position it with your customers.</p>				
<p>Experience HDX Series RPEHDSOS105</p> <p>This interactive tutorial explains what the HDX Series experience is, and includes lab simulations allowing students to practice their skills.</p>				
<p>Positioning RealPresence Immersive ITPOS103</p> <p>This tutorial explores RealPresence Immersive solutions and how to position them with your customers.</p>				
<p>Immersive Telepresence Business Drivers and Customer Requirements ITPOS106</p> <p>This tutorial provides an overview of the business drivers and customer requirements that are driving the need for immersive solutions as part of an overall video collaboration strategy.</p>				

Sales / Marketing / Pre-Sales Technical / SE

Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

<p>Immersive Telepresence Solution Overview ITPOS104</p> <p>This tutorial provides an overview of the unique attributes, key benefits and differentiators of immersive telepresence solutions.</p>				
<p>Immersive Telepresence Why You Should Care and How to Sell Successfully ITPOS105</p> <p>This tutorial provides value propositions and tips/tricks for successfully selling immersive telepresence into a customer environment.</p>				
<p>ITP Sales Checklist</p> <p>This tutorial provides reminders for successfully selling immersive telepresence solutions.</p>				
<p>Introduction to Secure Video Delivery VBP102</p> <p>This tutorial provides an overview of Polycom Video Border Proxy (VBP) 7301. The course covers key features and functions, and how to complete a basic install.</p>				
<p>VBP 7301 Sales Training VBPTOS101</p> <p>This tutorial provides a sales overview of Video Border Proxy (VBP) 7301. The course covers key features and functions, and how to identify target customers and understand how to position the solution.</p>				
<p>*Deploying Video Border Proxy VBP201</p> <p>This tutorial provides an overview of Polycom Video Border Proxy (VBP) 7301, including details on deploying the solution. The VBPEX201 Assessment is included in this course.</p>				
<p>**Assessment Deploying Video Border Proxy VBPEX201</p> <p>This assessment is a part of a learning set and is contained within VBP201. It is an “open book” assessment, meaning you can use resources such as PDFs of the training modules and product feature summaries and datasheets from the Polycom website to help you select the correct answer. This assessment is Recommended (not Required). **(Contained within VBP201 – as a part of the Learning Set)</p>				

Sales / Marketing / Pre-Sales Technical / SE





























Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

Microsoft Solutions				
CX Device Sales Overview and Positioning CXOS101				
This tutorial outlines Polycom's CX portfolio, the user interface for which uses Microsoft Lync to create audio and video solutions that are robust in their interconnectivity, easy to use, and meet buyer needs.	 Sales, Marketing	 eLearning	 30 minutes	 no charge
CX 7000 Device Technical Positioning CXOT102				
This tutorial is designed for technical reps who are marketing CX7000 to IT decision makers. Pre-Sales Technical staff should first complete the CX Device Sales Overview and Positioning tutorial so they have a basic understanding of the CX product line.	 Sales, Marketing, SEs, Services	 eLearning	 30 minutes	 no charge
Positioning Microsoft Room Solutions PMLROS105				
This tutorial highlights room solutions appropriate for Microsoft environments, including why Polycom and Microsoft are market leaders in this segment, the importance of this market to Polycom, and who to sell to.	 Sales, Marketing	 eLearning	 11 minutes	 no charge
Supporting Microsoft Room Solutions MCSSLOS102				
This tutorial provides an overview of the support methodology for Microsoft Room Solution environments, including why the support strategy differs from that for other solutions, how the solution is constructed, and how support is offered to the customer.	 Sales, Marketing	 eLearning	 4 minutes	 no charge
Voice				
Introduction to Polycom Voice PLCMVOS102				
This tutorial introduces Polycom Voice, including the technology behind voice and Polycom desktop solutions.	 Sales, Marketing, SEs	 eLearning	 13 minutes	 no charge
Positioning Desktop Voice RPVOS104				
This tutorial follows on from the Introduction to Polycom Voice, and looks at how to position Desktop Voice with your customers, including why Polycom is the market leader, why this is important to Polycom, and the product portfolio available.	 Sales, Marketing, SEs	 eLearning	 16 minutes	 no charge
Positioning Conference Voice RPVOS105				
This tutorial follows on from the Introduction to Polycom Voice, and looks at Conference Voice and how to position it with your customers, including why Polycom is the market leader, why this is important to Polycom, and the Conference Voice portfolio available.	 Sales, Marketing, SEs	 eLearning	 16 minutes	 no charge

Sales / Marketing / Pre-Sales Technical / SE













Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

<p>Experience VVX Business Media Phone RPEOS113</p>				
<p>This tutorial follows on from the Positioning Desktop Voice and Positioning Conference Voice tutorials, and provides interactive training on the VVX Business Media Phone including making a call, favorites, the directory and calendar.</p>	 Sales, Marketing, SEs	 eLearning	 14 minutes	 no charge
<p>Installed Audio Sales Overview and Positioning IVBOS104</p>				
<p>This tutorial provides an introduction to Installed Audio and an overview of the Polycom SoundStructure product line. It also provides a competitive comparison, information on market opportunities, and sales guidance.</p>	 Sales, Marketing, SEs, Services	 eLearning	 28 minutes	 no charge
<p>Installed Audio Products Pre-Sales Technical Training IVBOT105</p>				
<p>This tutorial provides a technical introduction to Installed Audio products including what they do, typical applications, an overview of SoundStructure and Vortex products, details of SoundStructure accessories, and next steps for additional technical information.</p>	 Sales, Marketing, SEs, Services	 eLearning	 25 minutes	 no charge

Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE





















Post-Sales, Services, SE

Customers, SE, Services

Assessments

Post-Sales / Services / SE

This section includes courses primarily for post-sales, services and SE partner learners. The courses provide in-depth training for Polycom solutions and as such require a greater time investment. These courses are recommended or required for achieving partner specializations. The Training Tracks for Specialization section details which courses are required for Specializations.

RealPresence Platform				
Breaking News RPBNT2016				
This self-paced course provides an overview of the Polycom products released since the fourth quarter of 2014. It covers video and infrastructure solutions including both new products and updates to existing product lines. This course will be delivered via PDF student guides.	 SEs, Services	 Self-study	 60 minutes	 no charge
Collaboration Infrastructure Technical Positioning and Demonstration Training RPPTD201				
This course, designed for delivery over video, provides the technical knowledge and skills to position and demonstrate a Polycom RealPresence Platform environment. Available via VILT or self-paced delivery methods.	 SEs	 VILT / Self-study	 Total 8 hours	 no charge
Collaboration Infrastructure Installation Configuration and Troubleshooting (Level 2) RPIT202				
This blended Level 2 program, including self-study and classroom training, provides the knowledge and skills to implement, configure and perform troubleshooting on a RealPresence Platform environment. It is also a great preparatory course for the PCVE exam.	 Services (SEs may also attend this)	 ILT	 5 days	 fees apply
RealPresence Platform Design Configuration and Troubleshooting RPPDAT301				
This course provides the knowledge and skills to design, configure and perform troubleshooting for a large-scale RealPresence Platform environment.	 Services (SEs may also attend this)	 ILT	 3 days	 fees apply
Deploying and Supporting RealPresence Platform Virtual Edition RPPVEAT301				
This course provides the skills to deploy and support RealPresence Platform Virtual Edition using the VMware virtualization platform and RealPresence Platform Director. The course also has an assessment: 'Assessment: DS RealPresence Platform Virtual Edition RPPVEATEX301', details for which are in the Assessment section.	 Services (SEs may also attend this)	 Remote Labs	 8 hours	 fees apply

Post-Sales / Services / SE





















Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

<p>RealPresence Operations Management RPCVIMOT302</p> <p>This course outlines best practices for cloud video infrastructure management in a multitenancy environment. Content covers a variety of topics including identifying organizational elements of the customer, enterprise onboarding, best practices around device and network monitoring, conference production and remediation, preventive practices for ultimate reliability, managing on-demand conference activity, and certification and testing processes.</p>	 Services (SEs may also attend this)	 ILT	 3 days	 fees apply
<p>Fundamentals Series FSIT201</p> <p>This series of short modules provides a high level overview of the technologies and standards that support Polycom video and audio collaboration solutions. The modules are intended for self-study, and prepare students for Polycom Level 2 Instructor-Led courses.</p>	 SEs, Services	 Self-study	 2 hours	 no charge
<p>Level 1 Technical Training FVVOT201</p> <p>This document is intended as a self-study guide preparing students to pass several certification exams, and to attend Level 2 Instructor-Led Training (ILT) courses on the RealPresence Platform.</p>	 SEs, Services	 Self-study	 45 minutes	 no charge
<p>RealPresence Platform Security and Firewall Traversal Using RealPresence Access Director RPSAT301</p> <p>This Level 3 course provides the knowledge and skills to design, configure and troubleshoot security and firewall traversal using Polycom RealPresence Access Director.</p>	 Services (SEs may also attend this)	 ILT	 2 days	 fees apply
<p>RealPresence Web Suite Pro RPCAVESAT301</p> <p>This course provides the knowledge and skills to design, deploy and configure a solution for RealPresence Web Suite.</p>	 Services (SEs may also attend this)	 ILT	 2 days	 fees apply

Post-Sales / Services / SE





Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE


Customers, SE, Services

Assessments

Video Content Management				
Implementing Video Capture and Content Management VCMIT202				
This course provides the knowledge and skills to deploy and configure a video capture and content management solution to provide standard functionality based on Polycom RealPresence® Media Manager v6.6 Appliance Edition and RealPresence Capture Station Pro v6.5.	 Services, SEs	 Remote Labs	 8 hours	 fees apply
Implementing RealPresence Media Suite with Media Manager CSMIT203				
This technical course teaches students how to integrate and then test the integration of Polycom RealPresence Media Manager v6.6 Appliance Edition and Polycom RealPresence Media Suite v2.0. Students will also learn how to schedule a series of Capture Call Events to route content to predetermined Portlets on the Media Manager Appliance Edition v6.7 Portal.	 Services, SEs	 Remote Labs	 8 hours	 fees apply
Video				
Deploying Operating and Maintaining Video Endpoints DDOMVEOT201				
On completion of this course, students will be able to demonstrate theoretical understanding and a practical ability to deploy and operate video conferencing endpoints. They will be able to describe typical video conferencing techniques and protocols, install, configure and operate endpoints, and troubleshoot and maintain endpoints.	 SEs, Services	 ILT	 2 days	 fees apply
RealPresence Immersive Studio Technical Specification Document				
For students who are new to immersive telepresence, this document is available to assist with passing Immersive Certification.	 Services (SEs may also take this)	 Self-study	 10 minutes	 no charge
Polycom OTX 300 Technical Specification Document				
For students who are new to immersive telepresence, this document is available to assist with passing Immersive Certification.	 Services (SEs may also take this)	 Self-study	 15 minutes	 no charge
RealPresence Immersive Studio Implementation and Support RPISISOT201				
Focus: Room and Immersive This Instructor-Led training course is designed to teach engineers how to install and commission a Polycom Immersive Studio. The course is designed to supplement on-the-job training as part of the Specialization process.	 Services (SEs may also take this)	 ILT	 3 days	 fees apply



















- Overview and introductory tutorials
- Sales, Marketing, Pre-Sales Technical, SE
- Post-Sales, Services, SE
- Customers, SE, Services
- Assessments

Post-Sales / Services / SE

Microsoft Solutions				
Microsoft Design Deploy Configure and Troubleshoot for Video Solutions MDDCTVSAT301				
This advanced Instructor-Led training course provides the knowledge and skills to design, deploy and troubleshoot Polycom video solutions integrated into a Microsoft Unified Communications environment comprised of both Microsoft Lync Server 2013 and Exchange Server 2013. The Polycom solutions integrated into this environment as part of this course are: Polycom HDX and Group Series video endpoints, RealPresence Collaboration Server and RealPresence Virtualization server.	 Services (SEs may also take this)	 ILT / VILT	 Total 2 days	 fees apply
Microsoft Design Deploy Configure and Troubleshoot for Content Solutions MDCSAT301				
This advanced Instructor-Led training course provides the knowledge and skills to design, deploy and troubleshoot the Polycom RealPresence Content Sharing Suite solution when integrated into a Microsoft Lync Server environment. The Polycom solutions integrated into this environment as part of this course are: Polycom RealPresence Collaboration Server, RealPresence Virtualization Server and RealPresence Content Sharing Suite (recently renamed Polycom RealPresence ContentConnect).	 Services (SEs may also take this)	 ILT / VILT	 Total 1 day	 fees apply
Microsoft Design Deploy Configure and Troubleshoot for Voice Solutions MDVSAT301				
This course covers the skills needed to deploy and support Polycom Voice solutions integrated into a Microsoft Lync and Exchange environment. On completion of the course, students will be able to deploy and configure Polycom's VVX and CX phone series in a customer environment where Microsoft Lync Server is used to provide enterprise voice, and Microsoft Exchange Server is used for calendaring. They will also be able to use both Microsoft and UCS tools for troubleshooting.	 Services (SEs may also take this)	 ILT / VILT	 Total 2 days	 fees apply
Voice				
SoundStructure Solution Selling and Design SSSDIT201				
This self-paced learning experience includes hands-on lab exercises to provide the knowledge and skills to design audio solutions including the Polycom SoundStructure product line.	 Services, SEs	 Remote Labs	 8 hours	 fees apply
SoundStructure Technical Training SSTAT303				
This blended program includes hands-on and classroom training providing the knowledge and skills to design audio solutions including Polycom Installed Voice products, and install, configure and operate Polycom SoundStructure family products.	 Services, SEs	 ILT	 3 days	 fees apply

Overview and introductory tutorials
 Sales, Marketing, Pre-Sales Technical, SE
 Post-Sales, Services, SE
 Customers, SE, Services
 Assessments

Post-Sales / Services / SE

Fundamental and Essential Skills				
Fundamentals Series FSIT201				
This series of short modules provides a high-level overview of the technologies and standards supporting Polycom video and audio collaboration solutions. The modules are intended for self-study, and prepare students for Polycom Level 2 Instructor-Led courses.	 Services, SEs	 Self-study	 2 hours	 no charge
Level 1 Technical Training FVVOT201				
Level 1 Technical Training is a site designed for all technical audiences, to assist in preparing for technical certifications or attendance at Level 2 Instructor-Led training. The site will be regularly updated following product releases and as new certification tracks are added.	 Services, SEs	 Self-study	 45 minutes	 no charge
Active Directory Essentials Overview and Management ADEDOMIT202				
This self-paced course typically takes approximately 4 hours (of which half is practical). It provides Microsoft Active Directory knowledge and skills focused on the areas that are relevant to integration with Polycom solutions. This is a two-part course with part two looking at how Active Directory design impacts on integration with Polycom solutions. NOTE: This course has a "test out" assessment, see the Assessment section for details.	 Services, SEs	 Remote Labs	 8 hours	 fees apply
Active Directory Essentials Design ADEDIT203				
This self-paced course is the second part of the Active Directory Essentials Overview and Management course which should be completed first. Typically taking approximately 4 hours (of which half is practical) the course provides Microsoft Active Directory knowledge and skills focused on the areas that are relevant to integration with Polycom solutions. NOTE: This course has a "test out" assessment, see the Assessment section for details.	 Services, SEs	 Remote Labs	 8 hours	 fees apply
Essentials Communication Security Skills for Polycom Solutions ESCSIT202				
This self-paced course provides communication security knowledge and skills focused on the areas that are relevant to deployment, configuration and troubleshooting of Polycom solutions. It forms part one of the Security Essentials series of courses, with part two covering the principles of network infrastructure security. During the course students can practice their skills using a virtual lab environment. NOTE: This course has a "test out" assessment, see the Assessment section for details.	 Services, SEs	 Remote Labs	 8 hours	 fees apply

Post-Sales / Services / SE













Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

<p>Essentials Network Infrastructure Security Skills for Polycom Solutions ESNIT203</p> <p>This self-paced course provides network infrastructure security knowledge and skills focused on the areas that are relevant to deployment, configuration and troubleshooting of Polycom RealPresence Access Director. It forms part two of the Security Essentials series, with part one covering the principles of network communication security. During the course students can practice their skills using a virtual lab environment.</p> <p>NOTE: This course has a “test out” assessment, see the Assessment section for details.</p>	 Services, SEs	 Remote Labs	 8 hours	 fees apply
<p>Essentials Virtualization Skills for Polycom Solutions ESVIT204</p> <p>This self-paced course provides virtualization knowledge and skills focused on the areas that are relevant to deployment, configuration and troubleshooting of the Polycom RealPresence Platform. During the course students can practice their skills using a virtual lab environment.</p> <p>NOTE: This course has a “test out” assessment, see the Assessment section for details.</p>	 Services, SEs	 Remote Labs	 8 hours	 fees apply
<p>SIP Essentials SIPOT101</p> <p>This self-paced course provides essential knowledge and skills about the Session Initiation Protocol (SIP) and is focused on topics which are relevant to working with a wide variety of Polycom solutions.</p>	 Services, SEs	 Remote Labs	 8 hours	 fees apply

Customers / SE / Services

Courses for customers / SE partner learners.













Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

System Administration				
RealPresence Platform System Administration RPPSAIT203				
This blended program includes self-study and classroom training that includes configuring and administering a complete RealPresence solution integrating RealPresence Collaboration Server (RMX), RealPresence Resource Manager, RealPresence Distributed Media Application (DMA), RSS and various Polycom endpoints deployed in a Microsoft Active Directory environment.	 Customers, SEs	 ILT	 4 days	 fees apply
Deploying Operating and Maintaining Video Endpoints DDOMVEOT201				
On completion of this course, students will be able to demonstrate theoretical understanding and a practical ability to deploy and operate video conferencing endpoints; describe typical video conferencing techniques and protocols; and install, configure, operate, troubleshoot and maintain endpoints.	 Customers, SEs	 ILT	 2 days	 fees apply
Configure Operate and Maintain RealPresence Media Suite COMMSIT201				
This technical course is designed to provide in-depth, theoretical and practical instruction for video conferencing specialists and users. It provides technical and practical hands-on content specifically aimed at providing field ready, operational ability to video network installation engineers, RealPresence Media Suite operators and users.	 Customers, SEs	 ILT	 2 days	 fees apply

- Overview and introductory tutorials
- Sales, Marketing, Pre-Sales Technical, SE
- Post-Sales, Services, SE
- Customers, SE, Services
- Assessments

Assessments

Assessments for partner learners.

Assessment Polycom Video Endpoints RPEEXOS103				
This assessment tests that the successful candidate understands the capabilities of the Polycom products that support videoconferencing 'On the Go' and in a Home Office, Work Office, Conference Room or Immersive Theater. They will also be able to position the benefits of the products in relation to customer scenarios.	 Sales	 Online assessment	 20 minutes	 no charge
Assessment Polycom Video Endpoints Technical RPEEXOT104				
This assessment tests that successful candidates understand the technical positioning and capabilities of Polycom products supporting video conferencing 'On the Go' and in a Home Office, Work Office, Conference Room or Immersive Theater. They will also be able to position the benefits of the products in relation to customer scenarios.	 SEs	 Online assessment	 40 minutes	 no charge
Assessment Basic Video Endpoints BVEOEX101				
This assessment is for CALA and EMEA only, and tests that successful candidates understand content contained in the Positioning RealPresence Group Series 310 GSOS102 tutorial.	 Sales	 Online assessment	 30 minutes	 no charge
Assessment Basic Group Video Endpoints BGVEOEX101				
This assessment is for ANZ (Australia/New Zealand) only. To complete the Basic Group Video Endpoints BGVEOS100 assessment, please download the Group 310 and Group 500 technical resources. These resources should be provided to the individual(s) within your organization that provide pre-sales technical support, and may be used to assist in setup of the Group Series solution(s). Please visit support.polycom.com to obtain the most up-to-date technical resources.	 Sales	 Online assessment	 30 minutes	 no charge
Assessment RealPresence Clariti Sales RPPCLEX102				
This assessment tests that successful candidates have the knowledge to describe the capabilities of the RealPresence Clariti solution and its components. They will also be able to position its benefits in relation to customer scenarios.	 Sales	 Online assessment	 30 minutes	 no charge
Assessment RealPresence Clariti Technical RPECLEX202				
This assessment tests that successful candidates have the knowledge to describe the technical capabilities of the RealPresence Clariti solution and its components. They will also be able to position its benefits in relation to customer scenarios.	 SEs	 Online assessment	 30 minutes	 no charge

Overview and introductory tutorials





























Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

Assessments

Assessment RealPresence Platform RPPEXOS103				
This assessment tests that successful candidates have the knowledge to describe the capabilities of the RealPresence Platform solution and its components. They will also be able to position its benefits in relation to customer scenarios.	 Sales	 Online assessment	 20 minutes	 no charge
Assessment RealPresence Platform Technical RPPEXOT104				
This assessment tests that successful candidates have the knowledge to describe the technical capabilities of the RealPresence Platform solution and its components. They will also be able to position its benefits in relation to customer scenarios.	 SEs	 Online assessment	 40 minutes	 no charge
Assessment Immersive Telepresence ITPEX101				
This assessment tests that successful candidates have the knowledge to describe the capabilities of the Polycom Immersive Telepresence solution and its components. They will also be able to position the benefits of Immersive Telepresence in relation to customer scenarios.	 Sales	 Online assessment	 40 minutes	 no charge
Assessment Immersive Telepresence Technical ITPEX102				
This assessment tests that successful candidates have the knowledge to describe the technical capabilities of the Polycom Immersive Telepresence solution and its components. They will also be able to position the benefits of Immersive Telepresence in relation to customer scenarios.	 Customers, SEs, Services	 Online assessment	 40 minutes	 no charge
Assessment Polycom Voice PLCMVEX101				
This assessment measures the candidate's understanding of several Voice eLearning courses.	 Sales	 Online assessment	 20 minutes	 no charge
Assessment Polycom Voice Technical VOPOT102				
This assessment builds on the skills required for the Polycom Voice Assessment. It tests that successful candidates have the knowledge required to assist with a technical presentation to a customer, discuss the technologies underpinning Voice solutions, describe the functionality of each of Polycom's Voice product sets, demonstrate the basic features of Polycom's Voice solutions, and select appropriate Polycom products for a given customer scenario.	 SEs	 Online assessment	 40 minutes	 no charge
Assessment Microsoft Lync MICEX102				
This assessment tests that successful candidates have the knowledge to describe the capabilities of the Microsoft Lync solution and its components. They will also be able to position the benefits of Microsoft Lync in relation to customer scenarios.	 Sales	 Online assessment	 40 minutes	 no charge

Overview and introductory tutorials





























Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

Assessments

Assessment Microsoft Lync Technical MICEX103					
This assessment tests the same skills required for the Microsoft Lync assessment, along with the additional skills required for technical audiences.		 SEs	 Online assessment	 40 minutes	 no charge
Assessment Video Content Management VCMOSEX101					
This assessment tests that successful candidates have the knowledge to describe the capabilities of the Video Content Management solution and its components. They will also be able to position the benefits of Video Content Management in relation to customer scenarios.		 Sales	 Online assessment	 30 minutes	 no charge
Assessment Video Content Management Technical VCMOTEX102					
This assessment tests that successful candidates have the knowledge to describe the technical positioning and capabilities of the Video Content Management solution and its components. They will also be able to position the benefits of Video Content Management in relation to customer scenarios.		 SEs	 Online assessment	 30 minutes	 no charge
Assessment How to Market a Subscription Service HMSSTEX101					
This assessment tests knowledge related to the How to Market a Subscription Service HMSOS101 tutorial.		 Sales	 Online assessment	 30 minutes	 no charge
Assessment Breaking News 2015 RPBNITEX201					
This assessment tests that successful candidates understand content contained in the Breaking News RPBNIT20116 course.		 Services, SEs	 Online assessment	 30 minutes	 no charge
Assessment AD Essentials Design ADDEX005					
This assessment tests knowledge related to the Active Directory Essentials Design ADEDIT203 self-paced learning course.		 Services, SEs	 Online assessment	 40 minutes	 no charge
Assessment AD Essentials Overview and Management ADOMEX004					
This assessment tests knowledge related to the Active Directory Essentials Overview ADEDOMIT202 self-paced learning course.		 Services, SEs	 Online assessment	 40 minutes	 no charge

Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

Assessments

Assessment Communication Security Essentials CSEEX002				
This assessment tests knowledge related to the Essentials Communication Security Skills for Polycom Solutions (Level 2) ESCSIT202 self-paced learning course.				
	Services, SEs	Online assessment	20 minutes	no charge
Assessment Essential Virtualization Skills EVEX008				
This assessment tests knowledge related to the Essential Virtualization Skills for Polycom Solutions (Level 2) ESVIT204 self-paced learning course.				
	Services, SEs	Online assessment	40 minutes	no charge
Assessment IP Networking Skills for Polycom Solutions IPNPEX008				
This assessment tests knowledge related to the IP Networking Skills for Polycom Solutions IPNPEX008 self-paced learning course.				
	Services, SEs	Online assessment	40 minutes	no charge
Assessment Network Infrastructure Security Essentials NIFEX001				
This assessment tests knowledge related to the Essential Network Infrastructure Security Skills for Polycom Solutions ESNIT203 self-paced learning course.				
	Services, SEs	Online assessment	40 minutes	no charge
Assessment Deploying and Supporting RealPresence Platform VE RPPVEATEX301				
This assessment should be taken at the conclusion of the Deploying and Supporting RealPresence Platform Virtual Edition RPPVEAT301 course.				
	Services, SEs	Online assessment	40 minutes	no charge
Assessment Voice Solutions in an Open SIP Environment Level 2 VOPSIPEX202				
The Polycom Voice Solutions in an Open SIP Environment Level 2 Assessment tests that successful candidates have the skills required to design, deploy and troubleshoot a solution incorporating Polycom's family of VoIP phones.				
	Services, SEs	Online assessment	30 minutes	no charge
Assessment Implementing Video Capture and Content Management VCMITEX202				
This assessment tests knowledge related to the Implementing Video Capture and Content Management VCMIT202 course.				
	Services, SEs	Online assessment	30 minutes	no charge

Overview and introductory tutorials

Sales, Marketing, Pre-Sales Technical, SE

Post-Sales, Services, SE

Customers, SE, Services

Assessments

Assessments

Assessment SoundStructure Solution Selling and Design SSSDITEX201				
This assessment tests knowledge related to the Implementing SoundStructure Solution Selling and Design SSSDIT201 course.	 Services, SEs	 Online assessment	 30 minutes	 no charge
Assessment Cloud Video Operator Engineer RPCVIMOTEX302				
This assessment tests knowledge related to the RealPresence Operations Management RPCVIMOT302 course.	 Services, SEs	 Online assessment	 30 minutes	 no charge
Assessment Microsoft Design Deploy Configure and Troubleshoot for Video Solutions MDDCTVSATEX301				
This assessment tests knowledge related to the Microsoft Design Deploy Configure and Troubleshoot for Video Solutions MDDCTVSAT301 course.	 Services, SEs	 Online assessment	 30 minutes	 no charge
Assessment Microsoft Design Deploy Configure and Troubleshoot for Content Solutions MDCSATEX301				
This assessment tests knowledge related to the Microsoft Design Deploy Configure and Troubleshoot for Content Solutions MDCSAT301 course.	 Services, SEs	 Online assessment	 30 minutes	 no charge
Assessment Microsoft Design Deploy Configure and Troubleshoot for Voice Solutions MDVSATEX301				
This assessment tests knowledge related to the Microsoft Design Deploy Configure and Troubleshoot for Voice Solutions MDVSAT301 course.	 Services, SEs	 Online assessment	 30 minutes	 no charge
Assessment Deploying Video Border Proxy VBPEX201				
This assessment is a part of a learning set and is contained within VPB201. It is an “open book” assessment, meaning that you can use resources such as the PDFs of the training modules and product feature summaries and datasheets from the Polycom website to help you select the correct answer. This assessment is recommended (not required).	 Sales, Marketing, Services, SEs	 Online assessment	 30 minutes	 no charge
External exam				
Polycom Certified Videoconferencing Engineer PCVE Exam				
The Polycom Certified Videoconferencing Engineer (PCVE) examination tests that successful candidates have the necessary knowledge to perform implementation, configuration and troubleshooting operations for small to medium-sized environments. To prepare for PCVE, students may choose to attend the Collaboration Infrastructure Installation Configuration and Troubleshooting (Level 2) RPIIT202 Instructor-Led 5-day course.	 Services (SEs may also take this exam)	 External site	 2 hours (with optional 5-day preparatory course)	 fees apply
NOTE: The PCVE Exam was updated in Q2 2015 to align with current Polycom solutions and releases.				

Training for Certification

Each learner must be registered for their particular sales certification in Polycom University to ensure that their individual learning course completions count towards their partner organization certification.

For step by step instructions on how to register for certifications and learning tracks download the **Polycom University Quick Start Guide** from the **Course Information and Registration** menu under the **TRAINING** tab on PartnerConnect.

Each certification has a 'Sales' track and a 'Technical' track. If your business wishes to achieve a particular certification, you must have a minimum of two learners completing both the Sales and Technical tracks.

- For more information on what each certification qualifies you to sell, along with any required demonstration criteria, download the **Certification Quick Reference Guide** from the **Certification** menu under the **TRAINING** tab on PartnerConnect
- You can also find full training requirements for each certification by clicking **Polycom University** under the **TRAINING** tab on PartnerConnect
- Once in Polycom University, see the **Getting Started Certification** button for quick access to learning track information.

ALL of your learners must begin their learning path by completing the required modules included in the 'Partnering to Win' track. They then can move on to any or all of the certification tracks.



It is important to understand that it may take 72 hours for the Manage Certification and Specialization tool to reflect any course completions.

Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

Certification training

Step 1 Register at Polycom University

Click **Polycom University** under the **TRAINING** tab on PartnerConnect and complete the details to register for training. (See *How to Register* [page 58](#) or contact your organization's Training Administrator.)

All users must register for a certification if they intend to add it to their Polycom University transcript prior to completing the required courses.

Step 2 Complete Partnering to Win PTWOS100



All Sales and Pre-Sales Technical staff must start their learning by completing the required eLearning modules in the **Partnering to Win PTWOS100** track.

- Introduction to Polycom PLCMOS101
- Customer Focused Solution Selling CFSOS101

Step 3 Complete chosen certification track/s



Sales and Pre-Sales Technical staff then need to complete the required learning and/or assessments in one or more of the certifications below. Recommended learning is also available to assist a learner prepare to pass the required courses and/or assessments.

Certification tracks

Sales

Complete one or more of the following tracks/certifications:

RealPresence Clariti	Sales Track RPCOS100
RealPresence Platform	Sales Track RPPOS100
Video Content Management	Sales Track VCMOS100
Video Endpoints	Sales Track RPEOS100
RealPresence Immersive	Sales Track ITPOS100
Voice Endpoints	Sales Track VSOS100
Installed Voice	Sales Track IVOS100
Microsoft Video Endpoints (CX8000)	Sales Track MVEOS100
Microsoft Voice Endpoints	Sales Track MVOPEOS100
Basic Video Endpoints (CALA or EMEA only)	Sales Track BVEOS100
Basic Group Video Endpoints (ANZ only)	Sales Track BGVEOS100

Pre-Sales Technical

Complete one or more of the following tracks/certifications:

RealPresence Clariti	Technical Track RPCOT200
RealPresence Platform	Technical Track RPPOT200
Video Content Management	Technical Track VCMOT100
Video Endpoints	Technical Track RPEOT200
RealPresence Immersive	Technical Track ITPOT200
Voice Endpoints	Technical Track VSOT200
Installed Voice	Technical Track IVOT200
Microsoft Video Endpoints (CX8000)	Technical Track MVEOT200
Microsoft Voice Endpoints	Technical Track MVOPEOT200

You can find details of each of these certifications on the following pages.

Certification Training Tracks

RealPresence Clariti

RealPresence Platform

Video Content Management

Video Endpoints

RealPresence Immersive

Voice Endpoints

Installed Voice

Microsoft Video Endpoints

Microsoft Voice Endpoints






Basic Video Endpoints


Basic Group Video Endpoints





- Certification Training Tracks
- RealPresence Clariti
- RealPresence Platform
- Video Content Management
- Video Endpoints
- RealPresence Immersive
- Voice Endpoints
- Installed Voice
- Microsoft Video Endpoints
- Microsoft Voice Endpoints
- Basic Video Endpoints
- Basic Group Video Endpoints

RealPresence Clariti Certification

In order to meet the Certification requirements for RealPresence Clariti, your Sales staff need to complete the [RealPresence Clariti Sales Track RPCOS100](#), and Pre-Sales Technical staff need to complete the [RealPresence Clariti Technical Track RPCOT200](#). Each includes a required assessment with recommended and required eLearning modules.

Sales Track	
Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100	
<ul style="list-style-type: none"> • Introduction to Polycom PLCMOS101 • Customer Focused Solution Selling CFSSOS101 	
Step 2 eLearning. Prepare for the assessment in Step 4 by taking RECOMMENDED courses	
<ul style="list-style-type: none"> • Positioning Recording Streaming and Content Management RPPRSOS101 • Experience RealPresence Media Suite ERPMSOS101 • Introduction to Virtualization RPEOS111 	
Step 3 eLearning. Take the REQUIRED courses	
<ul style="list-style-type: none"> • Positioning RealPresence Clariti Sales RPPCLOS101 • Experience RealPresence Clariti Technical RPECLOT201 	
Step 3 Assessment. Take the REQUIRED assessment	
<ul style="list-style-type: none"> • Assessment RealPresence Clariti Sales RPPCLEX102 	
COMPLETED RealPresence Clariti Sales Track RPCOS100	
	




 Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

Pre-Sales Technical Track	
Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100	
<ul style="list-style-type: none"> • Introduction to Polycom PLCMOS101 • Customer Focused Solution Selling CFSSOS101 	
Step 2 eLearning. Prepare for the assessment in Step 4 by taking RECOMMENDED courses	
<ul style="list-style-type: none"> • Positioning Recording Streaming and Content Management RPPRSOS101 • Experience RealPresence Media Suite ERPMSOS101 • Introduction to Virtualization RPEOS111 • Introduction to RealPresence Platform RPPOS103 • Introduction to RealPresence Platform Virtual Edition RPPVEOS106 • Introduction to RealPresence Web Suite and Web Suite Pro RPWSPOS101 • Positioning RealPresence Web Suite and Web Suite Pro PRWSPOS101 • Experience RealPresence Web Suite and Web Suite Pro ERPWSPOS101 • Positioning Universal Video Collaboration RPPOS104 • Experience RealPresence Collaboration Server RPPCSOS103 • Positioning Firewall Traversal PFTOS101 • Positioning Management Applications RPEOS115 • Introduction to Flexera Licensing FLXOS101 • Level 1 Technical Training FVVOT201 • Fundamentals Series FSIT201 	
Step 3 Remote Labs OR Virtual Instructor-Led Training. Prepare for the assessment in Step 5 by taking the RECOMMENDED course	
<ul style="list-style-type: none"> • Collaboration Infrastructure Technical Positioning and Demonstration Training RPPTPD201 	
Step 4 eLearning. Take the REQUIRED courses	
<ul style="list-style-type: none"> • Positioning RealPresence Clariti Sales RPPCLOS101 • Experience RealPresence Clariti Technical RPECLOT201 • Introduction to RealPresence Clariti Technical Overview RPCLOT201 • Introduction to Quoting RealPresence Clariti RPCLOT202 • Introduction to Deployment Services for RealPresence Clariti RPLCOT203 	
Step 5 Assessment. Take the REQUIRED assessment	
<ul style="list-style-type: none"> • Assessment RealPresence Clariti Technical RPECLEX202 	
COMPLETED RealPresence Clariti Technical Track RPCOT200	
	

- Certification Training Tracks
- RealPresence Clariti
- RealPresence Platform
- Video Content Management
- Video Endpoints
- RealPresence Immersive
- Voice Endpoints
- Installed Voice
- Microsoft Video Endpoints
- Microsoft Voice Endpoints
- Basic Video Endpoints
- Basic Group Video Endpoints

RealPresence Platform Certification

In order to meet the Certification requirements for RealPresence Platform, your Sales staff need to complete the [RealPresence Platform Sales Track RPPOS100](#), and Pre-Sales Technical staff need to complete the [RealPresence Platform Technical Track RPPOT200](#). Each includes a required assessment with recommended eLearning modules.

Sales Track	
Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100 	<ul style="list-style-type: none"> Introduction to Polycom PLCMOS101 Customer Focused Solution Selling CFSSOS101
Step 2 eLearning. Prepare for the assessment in Step 3 by taking RECOMMENDED courses 	<ul style="list-style-type: none"> Introduction to Virtualization RPEOS111 Introduction to RealPresence Platform RPPOS103 Introduction to RealPresence Platform Virtual Edition RPPVEOS106 Introduction to RealPresence Web Suite and Web Suite Pro RPWSPOS101 Positioning RealPresence Web Suite and Web Suite Pro PRWSPOS101 Experience RealPresence Web Suite and Web Suite Pro ERPWSPOS101 Positioning Universal Video Collaboration RPPOS104 Experience RealPresence Collaboration Server RPPCSOS103 Positioning Firewall Traversal PFTOS101 Positioning Management Applications RPEOS115 Introduction to Flexera Licensing FLXOS101 Positioning Recording Streaming and Content Management RPPRSOS101 Experience RealPresence Media Suite ERPMSOS101
Step 3 Assessment. Take the REQUIRED assessment 	<ul style="list-style-type: none"> Assessment RealPresence Platform Level 1 RPPEXOS103
COMPLETED RealPresence Platform Sales Track RPPOS100 	



Pre-Sales Technical Track

Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100 

- Introduction to Polycom PLCMOS101
- Customer Focused Solution Selling CFSSOS101

Step 2 eLearning. Prepare for the assessment in Step 4 by taking RECOMMENDED courses 

- Introduction to Virtualization RPEOS111
- Introduction to RealPresence Platform RPPOS103
- Introduction to RealPresence Platform Virtual Edition RPPVEOS106
- Introduction to RealPresence Web Suite and Web Suite Pro RPWSPOS101
- Positioning RealPresence Web Suite and Web Suite Pro PRWSPOS101
- Experience RealPresence Web Suite and Web Suite Pro ERPWSPOS101
- Positioning Universal Video Collaboration RPPOS104
- Experience RealPresence Collaboration Server RPPCSOS103
- Positioning Firewall Traversal PFTOS101
- Positioning Management Applications RPEOS115
- Introduction to Flexera Licensing FLXOS101
- Positioning Recording Streaming and Content Management RPPRSOS101
- Experience RealPresence Media Suite ERPMSOS101
- Level 1 Technical Training FVVOT201
- Fundamentals Series FSIT201

Step 3 Remote Labs OR Virtual Instructor-Led Training. Prepare for the assessment in Step 4 by taking the RECOMMENDED course  

- Collaboration Infrastructure Technical Positioning and Demonstration Training RPPTPD201

Step 4 Assessment. Take the REQUIRED assessment 

- Assessment RealPresence Platform Technical Level 1 RPPEXOT104





COMPLETED
 RealPresence Platform Technical Track RPPOT200
 


- Certification Training Tracks
- RealPresence Clariti
- RealPresence Platform
- Video Content Management
- Video Endpoints
- RealPresence Immersive
- Voice Endpoints
- Installed Voice
- Microsoft Video Endpoints
- Microsoft Voice Endpoints
- Basic Video Endpoints
- Basic Group Video Endpoints

Video Content Management Certification

In order to meet the Certification requirements for Video Content Management, your Sales staff need to complete the [Video Content Management Sales Track VCMOS100](#), and Pre-Sales Technical staff need to complete the [Video Content Management Technical Track VCMOT100](#). Each includes a required assessment with recommended eLearning modules.

Sales Track	
Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100	
<ul style="list-style-type: none"> Introduction to Polycom PLCMOS101 Customer Focused Solution Selling CFSSOS101 	
Step 2 eLearning. Prepare for the assessment in Step 3 by taking RECOMMENDED courses	
<ul style="list-style-type: none"> Introduction to RealPresence Platform RPPOS103 Introduction to RealPresence Platform Virtual Edition RPPVEOS106 Positioning Recording Streaming and Content Management RPPRSOS101 Experience RealPresence Media Suite ERPMSOS101 	
Step 3 Assessment. Take the REQUIRED assessment	
<ul style="list-style-type: none"> Assessment Video Content Management Level 1 VCMOSEEX101 	
COMPLETED Video Content Management Sales Track VCMOS100	
	





Pre-Sales Technical Track	
Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100	
<ul style="list-style-type: none"> Introduction to Polycom PLCMOS101 Customer Focused Solution Selling CFSSOS101 	
Step 2 eLearning. Prepare for the assessment in Step 3 by taking RECOMMENDED courses	
<ul style="list-style-type: none"> Introduction to RealPresence Platform RPPOS103 Introduction to RealPresence Platform Virtual Edition RPPVEOS106 Positioning Recording Streaming and Content Management RPPRSOS101 Experience RealPresence Media Suite ERPMSOS101 Level 1 Technical Training FVVOT201 Fundamentals Series FSIT201 	
Step 3 Assessment. Take the REQUIRED assessment	
<ul style="list-style-type: none"> Assessment Video Content Management Technical Level 1 VCMOTEX102 	
COMPLETED Video Content Management Technical Track VCMOT100	
	





 Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

Video Endpoints Certification

In order to meet the Certification requirements for Video Endpoints, your Sales staff need to complete the [Video Endpoints Sales Track RPEOS100](#), and Pre-Sales Technical staff need to complete the [Video Endpoints Technical Track RPEOT200](#). Each includes a required assessment with recommended eLearning modules.

- Certification Training Tracks
- RealPresence Clariti
- RealPresence Platform
- Video Content Management
- Video Endpoints
- RealPresence Immersive
- Voice Endpoints
- Installed Voice
- Microsoft Video Endpoints
- Microsoft Voice Endpoints
- Basic Video Endpoints
- Basic Group Video Endpoints

Sales Track	
Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100 	
<ul style="list-style-type: none"> Introduction to Polycom PLCMOS101 Customer Focused Solution Selling CFSSOS101 	
Step 2 eLearning. Prepare for the assessment in Step 3 by taking RECOMMENDED courses 	
<ul style="list-style-type: none"> Introduction to Polycom Video Endpoints PLCMOS104 Positioning RealPresence Desktop RPEOS105 Positioning RealPresence Mobile RPEOS106 Positioning RealPresence Group Series PRPGOS101 Positioning RealPresence Centro PRPCOS101 Positioning HDX Series PHDXSOS101 Experience RealPresence Mobile RPEMOS102 Experience RealPresence Desktop RPEDOS103 Experience HDX Series RPEHDOS105 Experience RealPresence Group Series RPEGSOS104 Experience VVX Business Media Phone RPEOS113 Introduction to Secure Video Delivery VBP102 VBP 7301 Sales Training VBPTOS101 	
Step 3 Assessment. Take the REQUIRED assessment 	
<ul style="list-style-type: none"> Assessment Video Endpoints Level 1 RPEEXOS103 	
COMPLETED Video Endpoints Sales Track RPEOS100 	

Pre-Sales Technical Track	
Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100 	
<ul style="list-style-type: none"> Introduction to Polycom PLCMOS101 Customer Focused Solution Selling CFSSOS101 	
Step 2 eLearning. Prepare for the assessment in Step 3 by taking RECOMMENDED courses / assessment 	
<ul style="list-style-type: none"> Introduction to Polycom Video Endpoints PLCMOS104 Positioning RealPresence Desktop RPEOS105 Positioning RealPresence Mobile RPEOS106 Positioning RealPresence Group Series PRPGOS101 Positioning RealPresence Centro PRPCOS101 Positioning HDX Series PHDXSOS101 Experience RealPresence Mobile RPEMOS102 Experience RealPresence Desktop RPEDOS103 Experience HDX Series RPEHDOS105 Experience RealPresence Group Series RPEGSOS104 Experience VVX Business Media Phone RPEOS113 Level 1 Technical Training FVVOT201 Fundamentals Series FSIT201 Deploying Video Border Proxy VBP201 Assessment Deploying Video Border Proxy VBPEX201 	
Step 3 Assessment. Take the REQUIRED assessment 	
<ul style="list-style-type: none"> Assessment Video Endpoints Technical Level 1 RPEEXOT104 	
COMPLETED Video Endpoints Technical Track RPEOT200 	











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- Certification Training Tracks
- RealPresence Clariti
- RealPresence Platform
- Video Content Management
- Video Endpoints
- RealPresence Immersive
- Voice Endpoints
- Installed Voice
- Microsoft Video Endpoints
- Microsoft Voice Endpoints
- Basic Video Endpoints
- Basic Group Video Endpoints

RealPresence Immersive Certification

In order to meet the Certification requirements for RealPresence Immersive, your Sales staff need to complete the [RealPresence Immersive Sales Track ITPOS100](#), and Pre-Sales Technical staff need to complete the [RealPresence Immersive Technical Track ITPOT200](#). Each includes a required assessment with recommended eLearning modules.

Sales Track		
<p>Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100</p> <ul style="list-style-type: none"> Introduction to Polycom PLCMOS101 Customer Focused Solution Selling CFSSOS101 		
<p>Step 2 eLearning. Prepare for the assessment in Step 3 by taking RECOMMENDED courses</p> <ul style="list-style-type: none"> Immersive Telepresence Solution Overview ITPOS104 Immersive Telepresence Business Drivers and Customer Requirements ITPOS106 Immersive Telepresence Why You Should Care and How to Sell Successfully ITPOS105 Positioning RealPresence Immersive ITPOS103 ITP Sales Checklist PDF 		
<p>Step 3 Assessment. Take the REQUIRED assessment</p> <ul style="list-style-type: none"> Assessment Immersive Telepresence Level 1 ITPEX101 		
<p>COMPLETED RealPresence Immersive Sales Track ITPOS100</p>		

Pre-Sales Technical Track		
<p>Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100</p> <ul style="list-style-type: none"> Introduction to Polycom PLCMOS101 Customer Focused Solution Selling CFSSOS101 		
<p>Step 2 eLearning. Prepare for the assessment in Step 3 by taking RECOMMENDED courses</p> <ul style="list-style-type: none"> Immersive Telepresence Solution Overview ITPOS104 Immersive Telepresence Business Drivers and Customer Requirements ITPOS106 Immersive Telepresence Why You Should Care and How to Sell Successfully ITPOS105 Positioning RealPresence Immersive ITPOS103 ITP Sales Checklist PDF RealPresence Immersive Studio Technical Specifications Document Polycom OTX 300 Technical Specifications Document Level 1 Technical Training FVVOT201 Fundamentals Series FSIT201 		
<p>Step 3 Assessment. Take the REQUIRED assessment</p> <ul style="list-style-type: none"> Assessment Immersive Telepresence Technical Level 1 ITPEX102 		
<p>COMPLETED RealPresence Immersive Technical Track ITPOT200</p>		










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- Certification Training Tracks
- RealPresence Clariti
- RealPresence Platform
- Video Content Management
- Video Endpoints
- RealPresence Immersive
- Voice Endpoints
- Installed Voice
- Microsoft Video Endpoints
- Microsoft Voice Endpoints
- Basic Video Endpoints
- Basic Group Video Endpoints

Voice Endpoints Certification

In order to meet the Certification requirements for Voice Endpoints (formerly known as VoIP Sales), your Sales staff need to complete the [Voice Endpoints Sales Track VSOS100](#), and Pre-Sales Technical staff need to complete the [Voice Endpoints Technical Track VSOT200](#). Each includes a required assessment with recommended eLearning modules.

Sales Track	
Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100	
<ul style="list-style-type: none"> Introduction to Polycom PLCMOS101 Customer Focused Solution Selling CFSSOS101 	
Step 2 eLearning. Prepare for the assessment in Step 3 by taking RECOMMENDED courses	
<ul style="list-style-type: none"> Introduction to Polycom Voice PLCMVOS102 Positioning Desktop Voice RPVOS104 Positioning Conference Voice RPVOS105 Experience VVX Business Media Phone RPEOS113 	
Step 3 Assessment. Take the REQUIRED assessment	
<ul style="list-style-type: none"> Assessment Polycom Voice Level 1 PLCMVEX101 	
COMPLETED Voice Endpoints Sales Track VSOS100	
	

Pre-Sales Technical Track	
Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100	
<ul style="list-style-type: none"> Introduction to Polycom PLCMOS101 Customer Focused Solution Selling CFSSOS101 	
Step 2 eLearning. Take the REQUIRED courses	
<ul style="list-style-type: none"> Introduction to Polycom Voice PLCMVOS102 Positioning Desktop Voice RPVOS104 Positioning Conference Voice RPVOS105 Experience VVX Business Media Phone RPEOS113 Voice Level 1 Technical Readiness (PDFs) Fundamental Series FSIT201 	
Step 3 Assessment. Take the REQUIRED assessment	
<ul style="list-style-type: none"> Assessment Polycom Voice Technical Level 1 VOPOT102 	
COMPLETED Voice Endpoints Technical Track VSOT200	
	

 Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

- Certification Training Tracks
- RealPresence Clariti
- RealPresence Platform
- Video Content Management
- Video Endpoints
- RealPresence Immersive
- Voice Endpoints
- Installed Voice
- Microsoft Video Endpoints
- Microsoft Voice Endpoints
- Basic Video Endpoints
- Basic Group Video Endpoints

Installed Voice Certification

In order to meet the Certification requirements for Installed Voice, your Sales staff need to complete the [Installed Voice Sales Track IVOS100](#), and Pre-Sales Technical staff need to complete the [Installed Voice Technical Track IVOT200](#). Each includes required eLearning modules.

Sales Track	
<p>Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100</p> <ul style="list-style-type: none"> Introduction to Polycom PLCMOS101 Customer Focused Solution Selling CFSSOS101 	
<p>Step 2 eLearning. Take the REQUIRED course</p> <ul style="list-style-type: none"> Installed Audio Sales Overview and Positioning IVBOS104 	
<p>COMPLETED Installed Voice Sales Track IVOS100</p>	

Pre-Sales Technical Track	
<p>Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100</p> <ul style="list-style-type: none"> Introduction to Polycom PLCMOS101 Customer Focused Solution Selling CFSSOS101 	
<p>Step 2 eLearning and Remote Labs. Prepare for Step 3 by taking RECOMMENDED courses</p>	
<ul style="list-style-type: none"> Installed Audio Sales Overview and Positioning IVBOS104 Installed Audio Products Pre-Sales Technical Training IVBOT105 	
<ul style="list-style-type: none"> SoundStructure Solution Selling and Design SSSDIT201 	
<p>Step 3 REQUIRED. Complete either Assessment or ILT course</p>	
<ul style="list-style-type: none"> Assessment SoundStructure Solution Selling and Design SSSDITEX201 	
<p>OR</p> <ul style="list-style-type: none"> SoundStructure Technical Training SSTAT303 	
<p>COMPLETED Installed Voice Technical Track IVOT200</p>	











Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

- Certification Training Tracks
- RealPresence Clariti
- RealPresence Platform
- Video Content Management
- Video Endpoints
- RealPresence Immersive
- Voice Endpoints
- Installed Voice
- Microsoft Video Endpoints
- Microsoft Voice Endpoints
- Basic Video Endpoints
- Basic Group Video Endpoints

Microsoft Video Endpoints Certification

In order to meet the Certification requirements for Microsoft Video Endpoints, your Sales staff need to complete the [Microsoft Video Endpoints Sales Track MVEOS100](#), and Pre-Sales Technical staff need to complete the [Microsoft Video Endpoints Technical Track MVEOT200](#). Each includes a required assessment with recommended eLearning modules.

Sales Track	
Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100	
<ul style="list-style-type: none"> Introduction to Polycom PLCMOS101 Customer Focused Solution Selling CFSSOS101 	
Step 2 eLearning. Take RECOMMENDED learning	
<ul style="list-style-type: none"> Positioning Microsoft Room Solutions PMLROS105 	
Step 3 Assessment. Take the REQUIRED assessment	
<ul style="list-style-type: none"> Assessment Microsoft Level 1 MICEX102 	
COMPLETED Microsoft Video Endpoints Sales Track MVEOS100	

Pre-Sales Technical Track	
Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100	
<ul style="list-style-type: none"> Introduction to Polycom PLCMOS101 Customer Focused Solution Selling CFSSOS101 	
Step 2 eLearning. Prepare for the assessment in Step 3 by taking RECOMMENDED courses	
<ul style="list-style-type: none"> Positioning Microsoft Room Solutions PMLROS105 Supporting Microsoft Room Solutions MCSSLOS102 	
Step 3 Assessment. Take the REQUIRED assessment	
<ul style="list-style-type: none"> Assessment Microsoft Lync Technical Level 1 MICEX103 	
COMPLETED Microsoft Video Endpoints Technical Track MVEOT200	



Post-Sales Support: By completing this certification partners will be eligible to purchase partner branded maintenance services for the CX8000.



Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

Microsoft Voice Endpoints Certification

This certification will qualify partners to sell the Microsoft Skype for Business editions of the RealPresence Trio and Polycom VVX devices.

In order to meet the certification requirements for Microsoft Voice Endpoints, your Sales staff need to complete the [Microsoft Voice Endpoints Sales Track MVOPEOS100](#), and Pre-Sales Technical staff need to complete the [Microsoft Voice Endpoints Technical Track MVOPEOT200](#). Each includes a required assessment with recommended eLearning modules.

Certification Training Tracks

RealPresence Clariti

RealPresence Platform

Video Content Management

Video Endpoints

RealPresence Immersive

Voice Endpoints





Installed Voice





Microsoft Video Endpoints


Microsoft Voice Endpoints

Basic Video Endpoints

Basic Group Video Endpoints

Sales Track	
Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100	
<ul style="list-style-type: none"> Introduction to Polycom PLCMOS101 Customer Focused Solution Selling CFSSOS101 	
Step 2 eLearning. Take the RECOMMENDED course	
<ul style="list-style-type: none"> Microsoft Voice Endpoints Sales MSVEOSA101 	
Step 3 Assessment. Take the REQUIRED assessment	
<ul style="list-style-type: none"> Assessment Microsoft Voice Endpoints Sales MSVEOSAEX101 	
COMPLETED Microsoft Voice Endpoints Sales Track MVOPEOS100	

Pre-Sales Technical Track	
Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100	
<ul style="list-style-type: none"> Introduction to Polycom PLCMOS101 Customer Focused Solution Selling CFSSOS101 	
Step 2 eLearning. Take the RECOMMENDED course	
<ul style="list-style-type: none"> Microsoft Voice Endpoints Technical MSVEOT101 	
Step 3 Assessment. Take the REQUIRED assessment	
<ul style="list-style-type: none"> Assessment Microsoft Voice Endpoints Technical MSVEOTEX101 	
COMPLETED Microsoft Voice Endpoints Technical Track MVOPEOT200	

 Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

Basic Video Endpoints Certification

(CALA and EMEA only)

In order to meet the certification requirements for Basic Video Endpoints, your Sales staff need to complete the [Basic Video Endpoints Sales Track BVEOS100](#), which includes a required assessment with recommended eLearning modules. There is no technical track for this certification.

Sales Track	
<p>Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100</p> <ul style="list-style-type: none"> • Introduction to Polycom PLCMOS101 • Customer Focused Solution Selling CFSSOS101 	
<p>Step 2 eLearning. Prepare for the assessment in Step 3 by taking RECOMMENDED courses</p> <ul style="list-style-type: none"> • Introduction to Polycom Video Endpoints PLCMOS104 • Experience RealPresence Group Series RPEGOS104 • Positioning RealPresence Room RPEOS104 • Positioning Group Series 310 GSOS102 	
<p>Step 3 Assessment. Take the REQUIRED assessment</p> <ul style="list-style-type: none"> • Assessment Basic Video Endpoints BVEOSEX101 	
<p>COMPLETED Basic Video Endpoints Sales Track BVEOS100</p>	






Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

Basic Group Video Endpoints Certification

(ANZ only)

In order to meet the certification requirements for Basic Group Video Endpoints, your Sales staff need to complete the [Basic Group Video Endpoints Sales Track BGVEOS100](#), which includes a required assessment with recommended eLearning modules. There is no technical track for this certification.

Sales Track	
<p>Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100</p> <ul style="list-style-type: none"> • Introduction to Polycom PLCMOS101 • Customer Focused Solution Selling CFSSOS101 	
<p>Step 2 eLearning. Prepare for the assessment in Step 3 by taking RECOMMENDED courses</p> <ul style="list-style-type: none"> • Introduction to Polycom Video Endpoints PLCMOS104 • Positioning RealPresence Group Series PRPGOS101 • Experience RealPresence Group Series RPEGSOS104 	
<p>Step 3 Assessment. Take the REQUIRED assessment</p> <ul style="list-style-type: none"> • Assessment Basic Group Video Endpoints BGVEOEX101 	
<p>COMPLETED Basic Group Video Endpoints Sales Track BGVEOS100</p>	

Training for Specialization

To apply for any Specialization you need to:

1. Review the appropriate Specialization Guidelines, Terms and Conditions
2. Apply for and complete the appropriate Specialization Business Plan, where required
3. Work to fulfill the requirements for Specialized status



You can view and select all the information you need regarding the Specialization(s) you are interested in obtaining by clicking **Specialization** under the **TRAINING** tab on PartnerConnect.

Specialization training tracks

To enable your employees to achieve specialized status in a structured and efficient manner, Polycom has created a series of training tracks meeting the particular needs of professionals including:

- Sales, Pre-Sales and System Engineers
- Help Desk personnel
- Field Support Engineers
- Field/Implementation Engineers

For Certification(s) and Specialization(s) related to Sales and Pre-Sales Technical roles:

- Individuals working in Sales and Pre-Sales Technical roles need to start their training with Polycom Certifications
- These Certifications are the initial building blocks to the achievement of Practice Specializations

For Services Specialization(s) related to Services roles:

- Individuals such as Field Engineers, Implementation Engineers and Help Desk staff are required to complete Services training
- If your organization wishes to become Services Specialized, you must also obtain the associated and relevant Sales Specializations

For Cloud, Practice and Services Specializations, each training track may include a combination of:

- **Required assessments** – enabling your staff to demonstrate their capabilities in selling and supporting Polycom solutions
- **Recommended or required eLearning modules** – which provide your personnel with the technical knowledge to help them pass their assessments
- **Instructor-Led training classes** – which deliver hands-on experience in the resolution of real-life scenarios, and prepare your staff to support your customers' solutions

The requirements noted in each step must be completed. Recommended learning is also suggested to assist learners with completing requirements. To maximize learning experience and benefits, they should also be followed in sequence – including all assessments.



You can find further information on the content of each course by clicking the **Polycom University** link under the **TRAINING** tab on PartnerConnect.



The training tracks are intended for your guidance only, and their actual content may change from time to time. Before signing up to a Specialization, you should always visit **Polycom University** to check the most current course content.

Specialization Training Tracks

Cloud Specialization

Cloud Video Operator

Practice Specializations

Services Specializations

Cloud Specialization

Cloud Video Operator Specialization

Value proposition

Achieve Polycom recognition in the market as 'Polycom Powered' service for partners who have invested in the Polycom RealPresence Platform solution and use it to provide their own 'Video as a Service' to their customers. This new Specialization validates a partner's cloud video service, their coverage, feature capability of their service, and their ability to provide a superior user experience.



Prerequisite : RealPresence Services Specialization is a REQUIRED prerequisite of Cloud Video Operator Specialization.

Cloud Video Operator Engineer

Step 1 ILT. Take the RECOMMENDED course

- RealPresence Operations Management RPCVIMOT302

Step 2 Assessment. Take the REQUIRED assessment

- Assessment Cloud Video Operator Engineer RPCVIMOTEX302

COMPLETED

Cloud Video Operator Specialization Engineer Track CVSIS300

Cloud Video Operator Marketing

This training track is available to provide your marketing teams with best practices about marketing Subscription Services. This course is highly recommended and is ideal for marketers new to promoting subscription services, but it is **not** a required training for the Cloud Video Operator Specialization.

Step 1 eLearning. Take the REQUIRED course

- How to market a Subscription Service HMSOS101

Step 2 Assessment. Take the REQUIRED assessment

- Assessment How to market a Subscription Service HMSSTEX101

COMPLETED

Cloud Video Operator Specialization Marketing Track CVOMAS300



Sales and Pre-Sales Technical training tracks are under development. Required learning or assessments should be completed within 90 days of release of the training.

As defined in the Program guide, additional requirements may be required by the partner organization and/or individual to complete this Specialization.

Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

Specialization Training Tracks

Cloud Specialization

Practice Specializations

Collaborative Justice

Education

Healthcare

Manufacturing

US Federal and NATO




RealPresence Solutions

Services Specializations

Practice Specializations

Collaborative Justice Practice Specialization

Partners who specialize in Government and specifically the Collaborative Justice market have the ability to demonstrate their experience and knowledge of successfully selling Polycom solutions to customers in all aspects of the Judicial system including courts, corrections, probation and law enforcement.

Collaborative Justice	
Step 1 Complete RECOMMENDED eLearning module	
<ul style="list-style-type: none"> Introduction to Vertical Markets PLCMVOS110 	
Step 2 Complete REQUIRED eLearning module	
<ul style="list-style-type: none"> Vertical Market Overview Collaborative Justice VMOOS101 	
COMPLETED Collaborative Justice Practice Specialization JSPSOS100	

Education Practice Specialization

Partners who specialize in the Education market have the ability to demonstrate their experience and knowledge of successfully selling Polycom solutions to customers in primary, secondary or tertiary education.

Education	
Step 1 Complete RECOMMENDED eLearning module	
<ul style="list-style-type: none"> Introduction to Vertical Markets PLCMVOS110 	
Step 2 Complete REQUIRED eLearning module	
<ul style="list-style-type: none"> Vertical Market Overview Education VMOE102 	
COMPLETED Education Practice Specialization EPSOS100	



As defined in the Program guide, additional requirements may be required by the partner organization and/or individual to complete this Specialization.

Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

Specialization Training Tracks

Cloud Specialization

Practice Specializations

Collaborative Justice

Education

Healthcare

Manufacturing




US Federal and NATO

RealPresence Solutions

Services Specializations



Healthcare Practice Specialization

Partners who specialize in the Healthcare market have the ability to demonstrate their experience and knowledge of successfully selling collaborative healthcare solutions from Polycom.

Healthcare	
Step 1 Complete RECOMMENDED eLearning module	
<ul style="list-style-type: none"> Introduction to Vertical Markets PLCMVOS110 	
Step 2 Complete REQUIRED eLearning module	
<ul style="list-style-type: none"> Vertical Market Overview Healthcare VMOHOS102 	
COMPLETED Healthcare Practice Specialization HPSOS100	



Manufacturing Practice Specialization

Partners who specialize in the Manufacturing market have the ability to demonstrate their experience and knowledge of successfully selling Polycom solutions to customers in variety of Manufacturing companies.

Manufacturing	
Step 1 Complete RECOMMENDED eLearning module	
<ul style="list-style-type: none"> Introduction to Vertical Markets PLCMVOS110 	
Step 2 Complete REQUIRED eLearning module	
<ul style="list-style-type: none"> Vertical Market Overview Manufacturing VMOMOS101 	
COMPLETED Manufacturing Practice Specialization MFGPSOS100	

US Federal and NATO Practice Specialization

US Federal and NATO Practice Specialization enables a partner to sell Polycom solutions to US Federal and NATO end-user customers.

US Federal and NATO	
Step 1 Complete the REQUIRED course	
<ul style="list-style-type: none"> US Federal and NATO Practice Specialization Overview FEDOS101 	
COMPLETED US Federal and NATO Practice Specialization FSIST300	



As defined in the Program guide, additional requirements may be required by the partner organization and/or individual to complete this Specialization.

Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

Specialization Training Tracks

Cloud Specialization

Practice Specializations

Collaborative Justice

Education

Healthcare

Manufacturing

US Federal and NATO

RealPresence Solutions

Services Specializations

RealPresence Solutions Specialization

Value proposition

Achieve the highest level of sales competency for video collaboration, and enable your Sales and System Engineers to sell and position the Polycom solution. This Specialization is a prerequisite for all other Specializations, and allows your organization to build on the foundation expertise and knowledge you have on Polycom Video Endpoints and the RealPresence Platform, and progress through the program.

Prerequisite: RealPresence Solutions Specialization is a REQUIRED prerequisite for the majority of Services Specializations.

Sales Track

Minimum 4 people to complete all steps.

Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100

- Introduction to Polycom PLCMOS101
- Customer Focused Solution Selling CFSSOS101

Step 2 Complete REQUIRED Assessment in Video Endpoints Sales Track RPEOS100

- Assessment Video Endpoints Level 1 RPEEXOS103

Step 3 Complete REQUIRED assessment in EITHER RealPresence Clariti Sales Track RPCOS100 OR RealPresence Platform Sales Track RPPOS100

- Assessment RealPresence Clariti Sales RPPCLEX102
- OR**
- Assessment RealPresence Platform Level 1 RPPEXOS103

COMPLETED

RealPresence Solutions Specialization Sales Track RPSIS300

Pre-Sales Technical Track

Minimum 3 Sales people to complete all steps.

Step 1 eLearning. Complete REQUIRED courses in Partnering to Win PTWOS100

- Introduction to Polycom PLCMOS101
- Customer Focused Solution Selling CFSSOS101

Step 2 Complete REQUIRED Assessment in Video Endpoints Technical Track RPEOT200

- Assessment Video Endpoints Technical Level 1 RPEEXOT104

Step 3 Complete REQUIRED assessment in EITHER RealPresence Clariti Technical Track RPCOT200 OR RealPresence Platform Technical Track RPPOT200

- Assessment RealPresence Clariti Technical RPECLEX202
- OR**
- Assessment RealPresence Platform Technical Level 1 RPPEXOT104

Step 4 Complete ONE of these 4 options

- Collaboration Infrastructure Technical Positioning and Demonstration Training RPPTPD201 (Remote Labs OR VILT)

OR

- Collaboration Infrastructure Installation, Configuration and Troubleshooting (Level 2) RPIIT202

OR

- PCVE Certification

COMPLETED

RealPresence Solutions Specialization Technical Track RPSIT300

Services Specializations overview

RealPresence Services Specialization

Value proposition

Invest in your Services organization to provide post-sales support for video and infrastructure.

Enables you to provide services for	Products included
RealPresence® Platform	RMX/DMA/CMA/RM/RPAD, RealPresence® Web Suite, RealPresence® Media Manager, RealPresence® Media Suite (Appliance-based and Virtual Editions), RealPresence® Clarity
Endpoints	RealPresence® Centro, RealPresence® Medialign, HDX®, RealPresence® Group Series, RealPresence® Desktop

RealPresence Services Specialization excludes support for Immersive Telepresence and VCM products (which have their own dedicated Services Specializations as defined below).



Prerequisite : Sales and Pre-Sales Technical roles within a partner organization must complete RealPresence Solutions Specialization (see [page 47](#)) for the partner organization to satisfy RealPresence Services Specialization requirements. These are typically different learners, however, than those who would complete RealPresence Services Specialization.

RealPresence Implementation Services Specialization

Value proposition

Leverage your investment in your Services organization to provide deployment services for video, infrastructure and installed voice products. Offer your customer a full solution by deploying their solution into their environment.

Polycom offers two levels of Implementation Services, depending on the complexity of the solution you sell:

- Essential Implementation Services enables you to deploy the appliance-based RealPresence Collaboration Server (RMX) and Video Endpoints only
- RealPresence Implementation Services enables you to deploy the complete RealPresence Platform solution and Video Endpoints



Prerequisite : Sales and Pre-Sales Technical roles within a partner organization must complete RealPresence Solutions Specialization (see [page 47](#)) for the partner organization to satisfy any/all of the RealPresence Implementation Services Specialization requirements. These are typically different learners, however, than those who would complete the RealPresence Implementation Services Specialization.

Services Specializations

RealPresence Services Specialization Help Desk RPSAT300

Value proposition

Your Help Desk personnel should complete this training track to gain the competency and knowledge they need to support Polycom solutions.

Specialization Training Tracks

Cloud Specialization

Practice Specializations

Services Specializations

RealPresence Services

Helpdesk

Field Support Engineer

RealPresence Immersive Services

Essential Implementation Services

RealPresence Implementation Services for Field/Implementation Engineer

VCM Implementation Services

RealPresence Integration Services for Microsoft

RealPresence Services Specialization Help Desk RPSAT300			Delivery
Step 1	RECOMMENDED eLearning <ul style="list-style-type: none"> Fundamentals Series FSIT201 	90 mins	
	RECOMMENDED Instructor-Led Training <ul style="list-style-type: none"> Collaboration Infrastructure Installation Configuration and Troubleshooting (Level 2) 5-day ILT RPIIT202 OR equivalent technical experience 	5 days	
Step 2	REQUIRED Prerequisite <ul style="list-style-type: none"> Polycom Certified Videoconferencing Engineer (PCVE) exam 	2 hours (optional 5-day preparatory course)	
Step 3	RECOMMENDED Remote Labs Self-Paced Training and REQUIRED Assessments		
	<ul style="list-style-type: none"> RECOMMENDED Active Directory Essentials Overview & Management ADEDOMIT202 	6 hours	Remote Labs
	<ul style="list-style-type: none"> REQUIRED Assessment Active Directory Essentials Overview & Management ADOMEX004 	30 mins	Online Assessment
	<ul style="list-style-type: none"> RECOMMENDED Active Directory Essentials Design ADEDIT203 	6 hours	Remote Labs
	<ul style="list-style-type: none"> REQUIRED Assessment Active Directory Essentials Design ADDEX005 	30 mins	Online Assessment
	<ul style="list-style-type: none"> RECOMMENDED Essentials Communication Security Skills for Polycom Solutions ESCSIT202 	6 hours	Remote Labs
	<ul style="list-style-type: none"> REQUIRED Assessment Communication Security Essentials CSEEX002 	30 mins	Online Assessment
<ul style="list-style-type: none"> RECOMMENDED Essentials Network Infrastructure Security Skills for Polycom Solutions ESNIT203 	6 hours	Remote Labs	
<ul style="list-style-type: none"> REQUIRED Assessment Network Infrastructure Security Essentials NIFEX001 	30 mins	Online Assessment	
<ul style="list-style-type: none"> RECOMMENDED Essential Virtualization Skills for Polycom Solutions ESVIT204 	6 hours	Remote Labs	
<ul style="list-style-type: none"> REQUIRED Assessment Essential Virtualization Skills EVEX008 	30 mins	Online Assessment	
Step 4	REQUIRED Instructor-Led Training <ul style="list-style-type: none"> RealPresence Platform Design, Deployment, Configuration and Troubleshooting (Level 3) 3-day ILT RPPDAT301 	3 days	



Specialization Training Tracks

Cloud Specialization

Practice Specializations

Services Specializations

RealPresence Services

Helpdesk

Field Support Engineer

RealPresence Immersive Services

Essential Implementation Services










RealPresence Implementation Services for

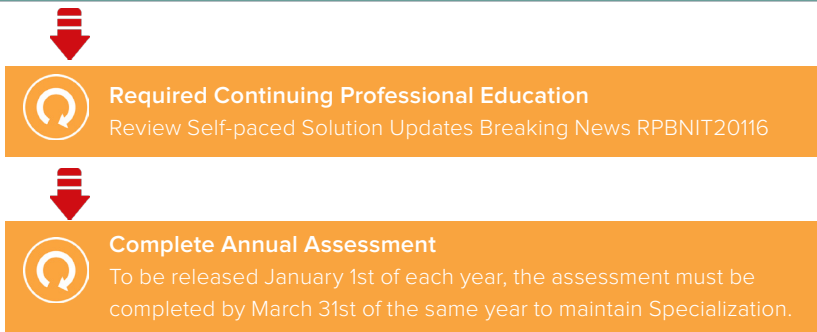
Field/ Implementation Engineer


VCM Implementation Services


RealPresence Integration Services for

Microsoft

RealPresence Services Specialization Help Desk RPSAT300 (continued)				Delivery
Step 5	REQUIRED Instructor-Led Training <ul style="list-style-type: none"> RealPresence Platform Security and Firewall Traversal Using RealPresence Access Director (Level 3) ILT RPSAT301 	2 days		
Step 6	REQUIRED eLearning <ul style="list-style-type: none"> Introduction to RealPresence Platform Virtual Edition (Level 1) RPPVEOS106 	12 mins		
	REQUIRED self-study <ul style="list-style-type: none"> Breaking News RPBNT2016 	60 mins		
	REQUIRED Remote Labs <ul style="list-style-type: none"> Deploying and Supporting RealPresence Platform Virtual Edition (Level 3) RPPVEAT301 	8 hours		
	REQUIRED Assessments <ul style="list-style-type: none"> Assessment Deploying and Supporting RealPresence Platform Virtual Edition RPPVEATEX301 Assessment Breaking News 2015 RPBNT2016 	30 mins 30 mins		
Step 7	REQUIRED Instructor-Led Training <ul style="list-style-type: none"> RealPresence Web Suite Pro (Level 3) 2-day RPCAVESAT301 	2 days		
Step 8	REQUIRED Instructor-Led Training <ul style="list-style-type: none"> Configure Operate and Maintain RealPresence Media Suite COMMSIT201 	2 days		
COMPLETED RealPresence Services Specialization Help Desk RPSAT300				



 Assessments were introduced from January 1, 2016. Help Desk personnel who completed track RPSAT300 before July 1, 2016 will have their expiry date extended to March 31, 2017. These learners will be required to take the annual assessment made available on January 1, 2017 to gain credit for the 2017 Specialization.

 As defined in the Program guide, additional requirements may be required by the partner organization and/or individual to complete this Specialization. Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

Specialization Training Tracks

Cloud Specialization

Practice Specializations

Services Specializations

RealPresence Services

Helpdesk

Field Support Engineer

RealPresence Immersive Services

Essential Implementation Services

RealPresence Implementation Services for Field/ Implementation Engineer

VCM Implementation Services

RealPresence Integration Services for Microsoft

RealPresence Services Specialization for Field Support Engineer RPSAT300FSE

Value proposition

Your Field Support personnel should complete this training track to gain the competency and knowledge to support Polycom solutions.



Prerequisite : Sales and Pre-Sales Technical roles within a partner organization must complete RealPresence Solutions Specialization (see [page 47](#)) for the partner organization to satisfy any/all of the RealPresence Implementation Services Specialization requirements. These are typically different learners, however, than those who would complete the RealPresence Implementation Services Specialization.

Step 1	RECOMMENDED training and REQUIRED examination pass	
	<ul style="list-style-type: none"> RECOMMENDED Fundamentals Series FSIT201 (90 minutes) 	
	<ul style="list-style-type: none"> RECOMMENDED Collaboration Infrastructure Installation Configuration and Troubleshooting (Level 2) 5-day ILT RPIIT202 OR equivalent technical experience 	
	<ul style="list-style-type: none"> REQUIRED Polycom Certified Videoconferencing Engineer (PCVE) exam 	
Step 2	REQUIRED self study and assessment	
	<ul style="list-style-type: none"> REQUIRED Breaking News RPBNT20116 (60 mins) 	
	<ul style="list-style-type: none"> REQUIRED Assessment Breaking News 2015 RPBNT20116 (30 mins) 	
COMPLETED RealPresence Services Specialization for Field Support Engineer RPSAT300FSE		



Required Continuing Professional Education

Review Self-paced Solution Updates Breaking News RPBNT20116



As defined in the Program guide, additional requirements may be required by the partner organization and/or individual to complete this Specialization. Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

Specialization Training Tracks

Cloud Specialization

Practice Specializations

Services Specializations

RealPresence Services

Helpdesk

Field Support Engineer

RealPresence Immersive Services

Essential Implementation Services

RealPresence Implementation Services for Field/Implementation Engineer

VCM Implementation Services

RealPresence Integration Services for Microsoft

RealPresence Immersive Services Specialization RPIAT300

Value proposition

RealPresence Immersive Services Specialization is ideal for partners seeking to differentiate their practice through higher levels of support and who desire to have the highest degree of expertise in maintaining Polycom RealPresence Immersive solutions.



Prerequisite : Sales and Pre-Sales Technical roles within a partner organization must complete RealPresence Solutions Specialization (see [page 47](#)) for the partner organization to satisfy RealPresence Immersive Services Specialization requirements. These are typically different learners, however, than those who would complete the RealPresence Immersive Services Specialization.

It is important that all learners consult their local Polycom Global Services (PGS) team to ensure they understand the prerequisites for completing this track. PGS requires an individual to complete RealPresence: Services Specialization RPSAT300 before moving on to this Specialization.

Step 1	RECOMMENDED Instructor-Led Training	
	<ul style="list-style-type: none"> RECOMMENDED Deploying, Operating and Maintaining Video Endpoints DDOMVEOT201 	
Step 2	REQUIRED Instructor-Led Training	
	<ul style="list-style-type: none"> REQUIRED RealPresence Immersive Studio Implementation and Support RPISISOT201 	
COMPLETED RealPresence Immersive Services Specialization RPIAT300		



As defined in the Program guide, additional requirements may be required by the partner organization and/or individual to complete this Specialization. Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

Specialization Training Tracks

Cloud Specialization

Practice Specializations

Services Specializations

RealPresence Services

Helpdesk

Field Support Engineer

RealPresence Immersive Services

Essential Implementation Services

RealPresence Implementation Services for Field/Implementation Engineer

VCM Implementation Services

RealPresence Integration Services for Microsoft

Essential Implementation Services for Field/Implementation Engineer



Prerequisite : Sales and Pre-Sales Technical roles within a partner organization must complete RealPresence Solutions Specialization (see [page 47](#)) for the partner organization to satisfy any/all of the RealPresence Implementation Services Specialization requirements. These are typically different learners, however, than those who would complete the RealPresence Implementation Services Specialization.

Step 1	RECOMMENDED Training and REQUIRED Examination Pass	
	<ul style="list-style-type: none"> RECOMMENDED Fundamentals Series FSIT201 (90 minutes) 	
	<ul style="list-style-type: none"> RECOMMENDED Collaboration Infrastructure Installation Configuration and Troubleshooting (Level 2) 5-day ILT RPIIT202 OR equivalent technical experience 	
	<ul style="list-style-type: none"> REQUIRED Polycom Certified Videoconferencing Engineer (PCVE) exam 	
	<p>COMPLETED Essential Implementation Services – Field/Implementation Engineer</p>	



As defined in the Program guide, additional requirements may be required by the partner organization and/or individual to complete this Specialization. Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

RealPresence Implementation Services Specialization RPIMPAT300 for Field/Implementation Engineer

Value proposition

Your Implementation Engineers should complete this training track to gain the competency and knowledge to plan and deploy Polycom RealPresence Platform solutions.



Prerequisite : Sales and Pre-Sales Technical roles within a partner organization must complete RealPresence Solutions Specialization (see [page 47](#)) for the partner organization to satisfy any/all of the RealPresence Implementation Services Specialization requirements. These are typically different learners, however, than those who would complete the RealPresence Implementation Services Specialization.

Specialization Training Tracks

Cloud Specialization

Practice Specializations

Services Specializations

RealPresence Services

Helpdesk Field Support Engineer







RealPresence Immersive Services

Essential Implementation Services

RealPresence Implementation Services for Field/Implementation Engineer

VCM Implementation Services

RealPresence Integration Services for Microsoft

RealPresence Implementation Services Specialization RPIMPAT300 for Field/Implementation Engineer				Delivery
Step 1	RECOMMENDED eLearning <ul style="list-style-type: none"> Fundamentals Series FSIT201 	90 mins		
	RECOMMENDED Instructor-Led Training <ul style="list-style-type: none"> Collaboration Infrastructure Installation Configuration and Troubleshooting (Level 2) 5-day ILT RPIT202 OR equivalent technical experience 	5 days		
Step 2	REQUIRED Prerequisite <ul style="list-style-type: none"> Polycom Certified Videoconferencing Engineer (PCVE) exam 	2 hours (optional 5-day preparatory course)		
Step 3	RECOMMENDED Remote Labs Self-Paced Training and REQUIRED Assessments		 	
	<ul style="list-style-type: none"> RECOMMENDED Active Directory Essentials Overview & Management ADEDOMIT202 REQUIRED Assessment Active Directory Essentials Overview & Management ADOMEX004 	6 hours 30 mins	Remote Labs Online Assessment	
	<ul style="list-style-type: none"> RECOMMENDED Active Directory Essentials Design ADEDIT203 REQUIRED Assessment Active Directory Essentials Design ADDEX005 	6 hours 30 mins	Remote Labs Online Assessment	
	<ul style="list-style-type: none"> RECOMMENDED Essentials Communication Security Skills for Polycom Solutions ESCSIT202 REQUIRED Assessment Communication Security Essentials CSEEX002 	6 hours 30 mins	Remote Labs Online Assessment	
	<ul style="list-style-type: none"> RECOMMENDED Essentials Network Infrastructure Security Skills for Polycom Solutions ESNIT203 REQUIRED Assessment Network Infrastructure Security Essentials NIFEX001 	6 hours 30 mins	Remote Labs Online Assessment	
	<ul style="list-style-type: none"> RECOMMENDED Essential Virtualization Skills for Polycom Solutions ESVIT204 REQUIRED Assessment Essential Virtualization Skills EVEX008 	6 hours 30 mins	Remote Labs Online Assessment	



Specialization Training Tracks

Cloud Specialization

Practice Specializations

Services Specializations

RealPresence Services

Helpdesk

Field Support Engineer












RealPresence Immersive Services

Essential Implementation Services

RealPresence Implementation Services for Field/ Implementation Engineer

VCM Implementation Services

RealPresence Integration Services for Microsoft

RealPresence Implementation Services Specialization RPIMPAT300 for Field/Implementation Engineer (continued)			Delivery
Step 4	REQUIRED Instructor-Led Training <ul style="list-style-type: none"> RealPresence Platform Design, Deployment, Configuration and Troubleshooting (Level 3) 3-day ILT RPPDAT301 	3 days	
Step 5	REQUIRED Instructor-Led Training <ul style="list-style-type: none"> RealPresence Platform Security and Firewall Traversal Using RealPresence Access Director (Level 3) ILT RPSAT301 	2 days	
Step 6	REQUIRED eLearning <ul style="list-style-type: none"> Introduction to RealPresence Platform Virtual Edition (Level 1) RPPVEOS106 	12 mins	
	REQUIRED self-study <ul style="list-style-type: none"> Breaking News RPBNT20116 	60 mins	
	REQUIRED Remote Labs <ul style="list-style-type: none"> Deploying and Supporting RealPresence Platform Virtual Edition (Level 3) RPPVEAT301 	8 hours	
Step 7	REQUIRED Assessments <ul style="list-style-type: none"> Assessment Deploying and Supporting RealPresence Platform Virtual Edition RPPVEATEX301 Assessment Breaking News 2015 RPBNT20116 	30 mins 30 mins	
	REQUIRED Instructor-Led Training <ul style="list-style-type: none"> RealPresence Web Suite Pro (Level 3) 2-day RPCAVESAT301 	2 days	
Step 8	REQUIRED Instructor-Led Training <ul style="list-style-type: none"> Configure Operate and Maintain RealPresence Media Suite COMMSIT201 	2 days	
Step 9	REQUIRED Field Training <ul style="list-style-type: none"> RealPresence Implementation Services Specialization Practical Field Training RPISSPEX301 		
COMPLETED RealPresence Implementation Services Specialization RPIMPAT300			



Required Continuing Professional Education

Review Self-paced Solution Updates Breaking News RPBNT20116



As defined in the Program guide, additional requirements may be required by the partner organization and/or individual to complete this Specialization. Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

Specialization Training Tracks

Cloud Specialization

Practice Specializations

Services Specializations

RealPresence Services

Helpdesk Field Support Engineer

RealPresence Immersive Services

Essential Implementation Services

RealPresence Implementation Services for Field/Implementation Engineer

VCM Implementation Services

RealPresence Integration Services for Microsoft

Video Content Management (VCM) Implementation Services Specialization

Value proposition

By meeting the requirements for the VCM Implementation Services specialization a partner may provide installation on specific configurations as part of their solution. VCM Implementation Services Specialization will enable you to implement the single Virtual Edition or appliance-based solution, and the VCM SmartStart solution.



Prerequisite : Sales and Pre-Sales Technical roles within a partner organization must complete VCM Certification (see [page 34](#)) for the partner organization to be eligible to complete Video Content Management (VCM) Implementation Services Specialization.

Step 1	RECOMMENDED eLearning		Delivery
	<ul style="list-style-type: none"> Experience RealPresence Media Suite ERPMSOS101 Experience RealPresence Media Manager RPMMSOS102 	8 mins 7 mins	
Step 2	REQUIRED Remote Labs and Instructor-Led Training		
	<ul style="list-style-type: none"> Implementing Video Capture and Content Management VCMIT202 	8 hours	
	<ul style="list-style-type: none"> Configure Operate and Maintain RealPresence Media Suite COMMSIT201 	2 days	
Step 3	Take the REQUIRED Assessment		
	<ul style="list-style-type: none"> Assessment Implementing Video Capture and Content Management VCMITEX202 	30 mins	
COMPLETED Video Content Management Implementation Services Track VCMIT200			



As defined in the Program guide, additional requirements may be required by the partner organization and/or individual to complete this Specialization. Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

RealPresence Integration Services Specialization for Microsoft RPIMSAT300

Value proposition

RealPresence Integration Services Specialization for Microsoft is ideal for partners seeking to differentiate their practice through higher levels of support for Polycom solutions integrated into Microsoft environments.



Prerequisite : Sales and Pre-Sales Technical roles within a partner organization must complete RealPresence Solutions Specialization (see [page 47](#)) for the partner organization to satisfy RealPresence Integration Services Specialization for Microsoft requirements. These are typically different learners, however, than those who would complete the RealPresence Integration Services Specialization for Microsoft.

It is important that all learners consult their local Polycom Global Services (PGS) team to ensure they understand the prerequisites for completing this track. In some situations, PGS may require an individual to complete the RealPresence Implementation: Services Specialization RPIMPAT300, and in other situations, PGS may require a learner to complete all the learning included in RealPresence: Services Specialization RPSAT300.

Incremental REQUIRED Instructor-Led Training and Assessments		
Step 1	Instructor-Led Training and Assessment	
	<ul style="list-style-type: none"> REQUIRED Microsoft Design Deploy Configure and Troubleshoot for Video Solutions MDDCTVSAT301 	
Step 2	Instructor-Led Training and Assessment	
	<ul style="list-style-type: none"> REQUIRED Assessment Microsoft Design Deploy Configure and Troubleshoot for Video Solutions MDDCTVSATEX301 	
	<ul style="list-style-type: none"> REQUIRED Microsoft Design Deploy Configure and Troubleshoot for Content Solutions MDCSAT301 	
	<ul style="list-style-type: none"> REQUIRED Assessment Microsoft Design Deploy Configure and Troubleshoot for Content Solutions MDCSATEX301 	
COMPLETED		
RealPresence Integration Services Specialization for Microsoft RPIMSAT300		



As defined in the Program guide, additional requirements may be required by the partner organization and/or individual to complete this Specialization. Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

How to register

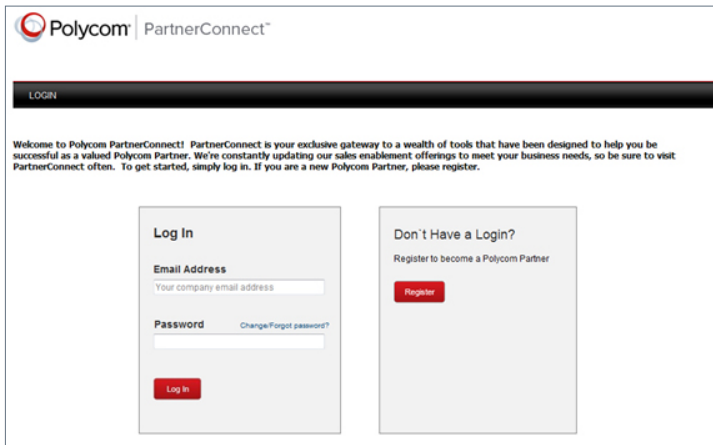
Navigation to and registering for courseware

Cancellation policy guidelines

Navigation to and registering for courseware

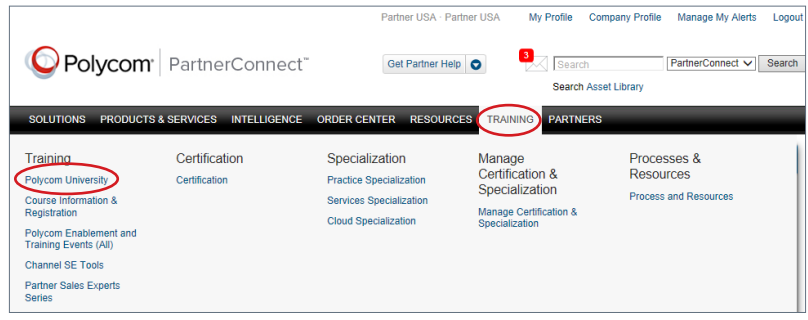
Step 1: Login to PartnerConnect

Go to <http://connect.polycom.com>

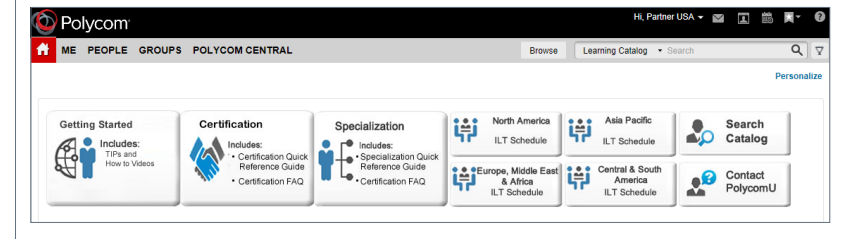


Step 2: Access Polycom University

Under the TRAINING tab, click Polycom University

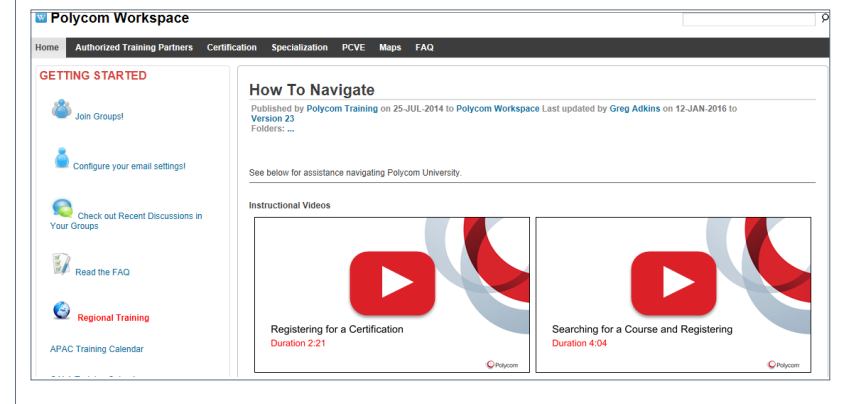


Step 3: Finding your way around



Additional navigation assistance

Instructional videos can be found under the **Getting Started** button



Class and Student Cancellation Policy Guidelines for Polycom University

Summary

All time-bound Polycom University class registrations will be secured from open registration either five (5) business days or seven (7) calendar days prior to the scheduled class starting date. This applies to all facilitated in-class and virtual sessions or online lab-based classes. All registrations for fee-based training require an accepted method of payment to reserve a seat for class. Any pending enrollments without approved payment or seat will be dropped five (5) business days prior to class starting date. In such instances, Polycom University will notify dropped students via email. Any cancellations must be received by Polycom University five (5) business days prior to scheduled class starting date to avoid full payment for training.

Liability

Class enrollment may only be arranged directly through Polycom University in the Saba Cloud or directly from a Polycom University training coordinator. Polycom University reserves the right to cancel courses for any reason. Liability is limited to the return of payment of course fees for approved students only. Polycom University will not reimburse registrants for any travel or hotel cancellation fees or penalties, and strongly recommends that students book refundable travel plans, preferably upon receipt of written confirmation of registration from Polycom University for their class(es). Registered students who do not appear (“no show”) in class will be charged in full. Refunds will not be allowed for “no-shows”.

Other Policies

An accepted method of payment must be provided five (5) days before the class start date, to confirm registration. Class space is not guaranteed without a confirmed registration. See “theater specific” details regarding accepted methods of payment. “Walk-in” registrations are not recommended; these still require a formal purchase order, active training credits or accepted credit card (North America only) and are subject to space availability. No course credit will be given for students until payment method is accepted by Polycom University, regardless of class completion status. If a student arrives on the first day of class with no confirmed payment, they will be allowed to attend the first day of class, but must secure payment before the end of the business day. If no payment is secured, they will not be allowed to attend subsequent days of training.

Definitions

Pending Approval – Typically associated with all fee-based classes and some free Instructor-Led courses. When used in conjunction with a registration for a fee-based class, it means that the student must provide payment information before being approved. Once the payment information is received by the Training Coordinator, the student’s status is changed from Pending Approval to Registered. Used in conjunction with a free Instructor-Led course, the Pending Approval status indicates that someone is approving registrations for the class. The Pending Approval status does not guarantee a seat in an Instructor-Led fee-based class or fee-based lab. It is the responsibility of the student to provide payment information. When the student is approved, this is also referred to as Confirmed in the policy text.

Registered – Students who enroll in a self-paced class or assessment, or have submitted payment information for a fee-based class or fee-based lab, have a status of Registered. The Registered status guarantees the student a seat in the class or lab and no further action is required on their part.

Waitlisted – Most fee-based classes, fee-based labs, and some free Instructor-Led courses have a seat limitation. For example, the class size may be limited to ten (10) seats. In these scenarios, a student’s registration may be the eleventh (11th) registration and they are officially placed on a waitlist, which appears as Waitlisted in their status. In this scenario, the waitlisted students are tracked in the order they registered.

Offered – When a seat opens in a previously full fee-based class or a free Instructor-Led course, the open seat can be offered to the first Waitlisted student, which changes their registration status to Offered. If the student accepts, their status is changed to Pending Approval (if payment information is required) or Registered. If the student declines the offered enrollment, the open seat can be offered to the next Waitlisted student.

- Page index
- By product / service / solution
- By course code

Index

Introduction	3
How to make the most of Polycom University and this catalog.....	3
Partner training tutorials and courseware	3
Training for Certification	3
Specialization training tracks.....	4
Training delivery.....	4
Pricing	5
Help and Assistance.....	5
Partner Training Tutorials and Courseware	6
Overview and introductory tutorials.....	6
Polycom Overview	6
Introduction to Polycom PLCMOS101.....	6
Introduction to Voice and Video Technologies RPPAVOS102.....	6
Introduction to Polycom Capital PLCMOS105.....	6
Customer Focused Solution Selling CFSSOS101.....	6
Introduction to Virtualization RPEOS111.....	6
Introduction to RealPresence Platform RPPSOS103.....	7
Introduction to RealPresence Platform Virtual Edition RPPVEOS106.....	7
RealPresence One.....	7
Introduction to Polycom Video Endpoints PLCMOS104.....	7
Introduction to Polycom Voice PLCMVOS102.....	7
Introduction to Vertical Markets PLCMVOS110.....	7
Vertical Market Overview Manufacturing VMOMOS101.....	8
Vertical Market Overview Education VMOE102.....	8
Vertical Market Overview Collaborative Justice VMOOS101.....	8
Vertical Market Overview Healthcare VMOHOS102.....	8
US Federal and NATO Practice Specialization Overview FEDOS101.....	8
Sales / Marketing / Pre-Sales Technical / SE.....	9
Solution Selling and Sales Skills.....	9
Customer Focused Solution Selling CFSSOS101.....	9
Increase Revenue with Advantage Service SEROS104.....	9
How to Market a Subscription Service HMSSOS101.....	9
RealPresence Clariti	9
Positioning RealPresence Clariti Sales RPPCLOS101.....	9
Experience RealPresence Clariti Technical RPECLOT201.....	9
RealPresence Clariti Technical Overview RPLCLOT201.....	9
Introduction to Quoting RealPresence Clariti RPLCLOT202.....	10
Introduction to Deployment Services for RealPresence Clariti RPLCOT203.....	10

RealPresence Platform	10
Introduction to RealPresence Platform RPPSOS103	10
Introduction to RealPresence Platform Virtual Edition RPPVEOS106.....	10
RealPresence One.....	10
Positioning Universal Video Collaboration RPPSOS104	10
Experience RealPresence Collaboration Server RPPCSOS103.....	11
Introduction to RealPresence Web Suite and Web Suite Pro RPPWSOS101.....	11
Positioning RealPresence Web Suite and Web Suite Pro RPPWSOS101	11
Experience RealPresence Web Suite and Web Suite Pro RPPWSOS101.....	11
Positioning Management Applications RPEOS115	11
Introduction to Flexera Licensing FLXOS101	11
Positioning Firewall Traversal PFTOS101.....	11
VBP 7301 Sales Training VBPTOS101	12
Video Content Management	12
Introduction to RealPresence Platform RPPSOS103	12
Introduction to RealPresence Platform Virtual Edition RPPVEOS106.....	12
Positioning Recording Streaming and Content Management RPPRSOS101.....	12
Experience RealPresence Media Suite ERPMSOS101.....	12
Experience RealPresence Media Manager RPPMOS102.....	12
Video Solutions.....	13
Introduction to Polycom Video Endpoints PLCMOS104	13
Positioning RealPresence Desktop RPEOS105	13
Experience RealPresence Desktop RPEOS103	13
Positioning RealPresence Mobile RPEOS106	13
Experience RealPresence Mobile RPEOS102	13
Positioning RealPresence Group Series RPPGOS101.....	13
Positioning Group Series 310 GSOS102	14
Experience RealPresence Group Series RPPGOS104	14
Positioning RealPresence Centro RPPCOS101	14
Positioning HDX PHDXSOS101.....	14
Experience HDX Series RPEHDOS105	14
Positioning RealPresence Immersive ITPOS103	14
Immersive Telepresence Business Drivers and Customer Requirements ITPOS106..	14
Immersive Telepresence Solution Overview ITPOS104	15
Immersive Telepresence Why You Should Care and How to Sell Successfully ITPOS105.....	15
ITP Sales Checklist.....	15
Introduction to Secure Video Delivery VBP102.....	15
VBP 7301 Sales Training VBPTOS101.....	15
*Deploying Video Border Proxy VBP201.....	15
**Assessment Deploying Video Border Proxy VBPEX201.....	15

Page index
By product / service / solution
By course code

Microsoft Solutions	16	Voice	21
CX Device Sales Overview and Positioning CXOS101.....	16	SoundStructure Solution Selling and Design SSSDIT201.....	21
CX 7000 Device Technical Positioning CXOT102.....	16	SoundStructure Technical Training SSTAT303.....	21
Positioning Microsoft Room Solutions PMLROS105.....	16	Fundamental and Essential Skills	22
Supporting Microsoft Room Solutions MCSSLOS102.....	16	Fundamentals Series FSIT201.....	22
Voice	16	Level 1 Technical Training FVVOT201.....	22
Introduction to Polycom Voice PLCMVOS102.....	16	Active Directory Essentials Overview and Management ADEDOMIT202.....	22
Positioning Desktop Voice RPVOS104.....	16	Active Directory Essentials Design ADEDIT203.....	22
Positioning Conference Voice RPVOS105.....	16	Essentials Communication Security Skills for Polycom Solutions ESCSIT202.....	22
Experience VVX Business Media Phone RPEOS113.....	17	Essentials Network Infrastructure Security Skills for Polycom Solutions ESNIT203.....	23
Installed Audio Sales Overview and Positioning IVBOS104.....	17	Essentials Virtualization Skills for Polycom Solutions ESVIT204.....	23
Installed Audio Products Pre-Sales Technical Training IVBOT105.....	17	SIP Essentials SIPOT101.....	23
Post-Sales / Services / SE	18	Customers / SE / Services	24
RealPresence Platform	18	System Administration	24
Breaking News RPBNT20116.....	18	RealPresence Platform System Administration RPPSAIT203.....	24
Collaboration Infrastructure Technical Positioning and Demonstration Training RPPTPD201.....	18	Deploying Operating and Maintaining Video Endpoints DDOMVEOT201.....	24
Collaboration Infrastructure Installation Configuration and Troubleshooting (Level 2) RPIIT202.....	18	Configure Operate and Maintain RealPresence Media Suite COMMSIT201.....	24
RealPresence Platform Design Configuration and Troubleshooting RPPDAT301.....	18	Assessments	25
Deploying and Supporting RealPresence Platform Virtual Edition RPPVEAT301.....	18	Assessment Polycom Video Endpoints RPEEXOS103.....	25
RealPresence Operations Management RPCVIMOT302.....	19	Assessment Polycom Video Endpoints Technical RPEEXOT104.....	25
Fundamentals Series FSIT201.....	19	Assessment Basic Video Endpoints BVEOEX101.....	25
Level 1 Technical Training FVVOT201.....	19	Assessment Basic Group Video Endpoints BGVEOEX101.....	25
RealPresence Platform Security and Firewall Traversal Using RealPresence Access Director RPSAT301.....	19	Assessment RealPresence Clariti Sales RPPCLEX102.....	25
RealPresence Web Suite Pro RPCAVESAT301.....	19	Assessment RealPresence Clariti Technical RPECLEX202.....	25
Video Content Management	20	Assessment RealPresence Platform RPPEXOS103.....	26
Implementing Video Capture and Content Management VCMIT202.....	20	Assessment RealPresence Platform Technical RPPEXOT104.....	26
Implementing RealPresence Media Suite with Media Manager CSMMIT203.....	20	Assessment Immersive Telepresence ITPEX101.....	26
Video	20	Assessment Immersive Telepresence Technical ITPEX102.....	26
Deploying Operating and Maintaining Video Endpoints DDOMVEOT201.....	20	Assessment Polycom Voice PLCMVEX101.....	26
RealPresence Immersive Studio Technical Specification Document.....	20	Assessment Polycom Voice Technical VOPOT102.....	26
Polycom OTX 300 Technical Specification Document.....	20	Assessment Microsoft Lync MICEX102.....	26
RealPresence Immersive Studio Implementation and Support RPISISOT201.....	20	Assessment Microsoft Lync Technical MICEX103.....	27
Microsoft Solutions	21	Assessment Video Content Management VCMOSEEX101.....	27
Microsoft Design Deploy Configure and Troubleshoot for Video Solutions MDDCTVSAT301.....	21	Assessment Video Content Management Technical VCMOTEX102.....	27
Microsoft Design Deploy Configure and Troubleshoot for Content Solutions MDCSAT301.....	21	Assessment How to Market a Subscription Service HMSSTEX101.....	27
Microsoft Design Deploy Configure and Troubleshoot for Voice Solutions MDVSAT301.....	21	Assessment Breaking News 2015 RPBNTITEX201.....	27
		Assessment AD Essentials Design ADDEX005.....	27
		Assessment AD Essentials Overview and Management ADOMEX004.....	27
		Assessment Communication Security Essentials CSEEX002.....	28
		Assessment Essential Virtualization Skills EVEX008.....	28
		Assessment IP Networking Skills for Polycom Solutions IPNPEX008.....	28

Page index
By product / service / solution
By course code

Assessment Network Infrastructure Security Essentials NIFEX001.....	28	Practice Specializations.....	45
Assessment Deploying and Supporting RealPresence Platform VE RPPVEATEX301.....	28	Collaborative Justice Practice Specialization	45
Assessment Voice Solutions in an Open SIP Environment Level 2 VOPSIPEX202.....	28	Education Practice Specialization	45
Assessment Implementing Video Capture and Content Management VCMITEX202	28	Healthcare Practice Specialization.....	46
Assessment SoundStructure Solution Selling and Design SSSDITEX201.....	29	US Federal and NATO Practice Specialization.....	46
Assessment Cloud Video Operator Engineer RPCVIMOTEX302.....	29	Manufacturing Practice Specialization.....	46
Assessment Microsoft Design Deploy Configure and Troubleshoot for Video Solutions MDDCTVSATEX301.....	29	RealPresence Solutions Specialization.....	47
Assessment Microsoft Design Deploy Configure and Troubleshoot for Content Solutions MDCSATEX301.....	29	Services Specializations overview.....	48
Assessment Microsoft Design Deploy Configure and Troubleshoot for Voice Solutions MDVSATEX301.....	29	RealPresence Services Specialization	48
Assessment Deploying Video Border Proxy VBPEX201.....	29	RealPresence Implementation Services Specialization.....	48
External exam.....	29	Services Specializations.....	49
Polycom Certified Videoconferencing Engineer PCVE Exam.....	29	RealPresence Services Specialization Help Desk RPSAT300.....	49
Certification Training Tracks.....	30	RealPresence Services Specialization for Field Support Engineer RPSAT300FSE	51
Training for Certification.....	30	RealPresence Immersive Services Specialization RPIAT300	52
Certification tracks.....	31	Essential Implementation Services for Field/Implementation Engineer.....	53
RealPresence Clariti Certification.....	32	RealPresence Implementation Services Specialization RPIMPAT300 for Field/Implementation Engineer.....	54
RealPresence Platform Certification.....	33	Video Content Management (VCM) Implementation Services Specialization	56
Video Content Management Certification	34	RealPresence Integration Services Specialization for Microsoft RPIMSAT300	57
Video Endpoints Certification.....	35	How to register	58
RealPresence Immersive Certification.....	36	Navigation to and registering for courseware	58
Voice Endpoints Certification	37	Class and Student Cancellation Policy Guidelines for Polycom University	59
Installed Voice Certification.....	38	Courseware indexes.....	60
Microsoft Video Endpoints Certification	39	Courseware index : by product / solution / service	63
Microsoft Voice Endpoints Certification.....	40	Courseware index : by course code.....	70
Basic Video Endpoints Certification	41	Appendix	73
Basic Group Video Endpoints Certification	42	Definitions.....	73
Specialization Training Tracks.....	43	Abbreviations.....	74
Training for Specialization.....	43	Useful contacts.....	74
Cloud Specialization.....	44		
Cloud Video Operator Specialization.....	44		
Cloud Video Operator Engineer	44		
Cloud Video Operator Marketing	44		

Courseware index : by product / solution / service

Page index

By product /
service / solution

By course code

Product / solution / service	Tutorial or course title	Tutorial or course code	Target audience	Training delivery	Time (mins)	Fee
Polycom Overview	Introduction to Polycom	PLCMOS101	Sales, Marketing, SE, Services	eLearning	21	No
Polycom Overview	Introduction to Voice and Video Technologies	RPPAVOS102	Sales, Marketing, SE, Services	eLearning	25	No
Polycom Overview	Introduction to Polycom Capital	PLCMOS105	Sales, Marketing, SE, Services	eLearning	15	No
Polycom Overview	Introduction to Vertical Markets	PLCMVOS110	Sales, Marketing, SE, Services	eLearning	9	No
Polycom Overview	Vertical Market Overview Manufacturing	VMOMOS101	Sales, Marketing, SE, Services	eLearning	16	No
Polycom Overview	Vertical Market Overview Education	VMOE102	Sales, Marketing, SE, Services	eLearning	11	No
Polycom Overview	Vertical Market Overview Collaborative Justice	VMOOS101	Sales, Marketing, SE, Services	eLearning	13	No
Polycom Overview	Vertical Market Overview Healthcare	VMOHOS102	Sales, Marketing, SE, Services	eLearning	23	No
Polycom Overview	US Federal and NATO Practice Specialization Overview	FEDOS101	Sales, Marketing, SE	eLearning	22	No
Solution Selling and Sales Skills	Customer Focused Solution Selling	CFSSOS101	Sales, Marketing, SE, Services	eLearning	13	No
Selling Polycom Services	Increase Revenue with Advantage Service	SEROS104	Sales, Marketing, SE	eLearning	16	No
RealPresence Clariti	Positioning RealPresence Clariti Sales	RPPCLOS101	Sales, Marketing, SE, Services	eLearning	20	No
RealPresence Clariti	Experience RealPresence Clariti Technical	RPECLOT201	Sales, Marketing, SE, Services	eLearning	20	No
RealPresence Clariti	RealPresence Clariti Technical Overview	RPCLOT201	Sales, Marketing, SE, Services	eLearning	20	No
RealPresence Clariti	Introduction to Quoting RealPresence Clariti	RPCLOT202	Sales, Marketing, SE, Services	eLearning	30	No
RealPresence Clariti	Introduction to Deployment Services for RealPresence Clariti	RPLCOT203	Sales, Marketing, SE, Services	Self-study	30	No
RealPresence Platform – Overviews, Full Solution	Breaking News 2015	RPBNIT201	SE, Services	eLearning	60	No
RealPresence Platform – Overviews, Full Solution	Introduction to Virtualization	RPEOS111	Sales, Marketing, SE, Services	eLearning	9	No
RealPresence Platform – Overviews, Full Solution	Introduction to RealPresence Platform	RPPOS103	Sales, Marketing, SE	eLearning	11	No
RealPresence Platform – Overviews, Full Solution	Introduction to RealPresence Platform Virtual Edition	RPPVEOS106	Sales, Marketing, SE, Services	eLearning	12	No
RealPresence Platform – Overviews, Full Solution	How to Market a Subscription Service	HMSOS101	Sales, Marketing	eLearning	15	No
RealPresence Platform – Overviews, Full Solution	Collaboration Infrastructure Technical Positioning and Demonstration Training	RPPTPD201	SE, Pre-Sales Technical	Remote Labs, VILT	8 hours	No



Page index

By product / service / solution

By course code

Product / solution / service	Tutorial or course title	Tutorial or course code	Target audience	Training delivery	Time (mins)	Fee
RealPresence Platform – Overviews, Full Solution	Collaboration Infrastructure Installation Configuration and Troubleshooting (Level 2)	RPIIT202	Services, (SE)	ILT	5 days	Yes
RealPresence Platform – Overviews, Full Solution	RealPresence Platform Design Configuration and Troubleshooting	RPPDAT301	Services, (SE)	ILT	3 days	Yes
RealPresence Platform – Overviews, Full Solution	RealPresence Platform System Administration	RPPSAIT203	Customer	ILT	2 days	Yes
RealPresence Platform – Overviews, Full Solution	Deploying and Supporting RealPresence Platform Virtual Edition	RPPVEAT301	Services, (SE)	Remote Labs	8 hours	Yes
RealPresence Platform – Overviews, Full Solution	RealPresence Operations Management	RPCVIMOT302	Services, (SE)	ILT	3 days	Yes
RealPresence Platform – Overviews, Full Solution	Polycom Certified Videoconferencing Engineer PCVE Exam		Services, (SE)		2 hours	Yes
RealPresence Platform – Overviews, Full Solution	RealPresence One		Sales, Marketing, SE, Services	Self-study	Variable	No
RealPresence Platform – Overviews, Full Solution	Fundamentals Series	FSIT201	SE, Services	Self-study	2 hours	No
RealPresence Platform – Overviews, Full Solution	Level 1 Technical Training	FVVOT201	SE, Services	Self-study	45	No
RealPresence Platform – Security	Positioning Firewall Traversal	PFTOS101	Sales, Marketing, SE, Services	eLearning	9	No
RealPresence Platform – Security	VBP 7301 Sales Training	VBPTOS101	Sales, Marketing, SE	eLearning	9	No
RealPresence Platform – Security	RealPresence Platform Security and Firewall Traversal Using RealPresence Access Director	RPSAT301	Services, (SE)	ILT	2 days	Yes
RealPresence Platform – Browser Based Collaboration	Introduction to RealPresence Web Suite and Web Suite Pro	RPWSPOS101	Sales, Marketing, SE	eLearning	10	No
RealPresence Platform – Browser Based Collaboration	Positioning RealPresence Web Suite and Web Suite Pro	PRWSPOS101	Sales, Marketing	eLearning	9	No
RealPresence Platform – Browser Based Collaboration	Experience RealPresence Web Suite and Web Suite Pro	ERPWSPOS101	Sales, Marketing	eLearning	9	No
RealPresence Platform – Browser Based Collaboration	RealPresence Web Suite Pro	RPCAVESAT301	Services (SEs may also attend this course)	ILT	2 days	Yes
RealPresence Platform – Universal Video Collaboration	Introduction to RealPresence Platform	RPPOS103	Sales, Marketing, SE, Services	eLearning	11	No
RealPresence Platform – Universal Video Collaboration	Introduction to RealPresence Platform Virtual Edition	RPPVEOS106	Sales, Marketing, SE, Services	eLearning	12	No



Page index

By product / service / solution

By course code

Product / solution / service	Tutorial or course title	Tutorial or course code	Target audience	Training delivery	Time (mins)	Fee
RealPresence Platform – Universal Video Collaboration	Positioning Universal Video Collaboration	RPPOS104	Sales, Marketing, SE, Services	eLearning	14	No
RealPresence Platform – Universal Video Collaboration	Experience RealPresence Collaboration Server	RPPCSOS103	Sales, Marketing, SE, Services	eLearning	22	No
RealPresence Platform – Management	Positioning Management Applications	RPEOS115	Sales, Marketing, SE	eLearning	10	No
RealPresence Platform – Management	Introduction to Flexera Licensing	FLXOS101	Sales, SE	eLearning	6	No
Video Content Management	Introduction to RealPresence Platform	RPPOS103	Sales, Marketing, SE, Services	eLearning	11	No
Video Content Management	Introduction to RealPresence Platform Virtual Edition	RPPVEOS106	Sales, Marketing, SE, Services	eLearning	12	No
Video Content Management	Positioning Recording Streaming and Content Management	RPPRSOS101	Sales, Marketing, SE	eLearning	12	No
Video Content Management	Experience RealPresence Media Suite	ERPMSOS101	Sales, Marketing, SE, Services	eLearning	8	No
Video Content Management	Experience RealPresence Media Manager	RPMMOS102	Sales, Marketing, SE, Services	eLearning	7	No
Video Content Management	Implementing Video Capture and Content Management	VCMIT202	Services, SE	Remote Labs	8 hours	Yes
Video Content Management	Implementing RealPresence Media Suite with Media Manager	CSMMIT203	Services, SE	Remote Labs	8 hours	Yes
Video Content Management	Configure Operate and Maintain RealPresence Media Suite	COMMSIT201	Customer	ILT	2 days	Yes
Video Solutions	Introduction to Polycom Video Endpoints	PLCMOS104	Sales, Marketing, SE	eLearning	10	No
Video Solutions	Positioning RealPresence Desktop	RPEOS105	Sales, Marketing, SE, Services	eLearning	8	No
Video Solutions	Positioning RealPresence Mobile	RPEOS106	Sales, Marketing, SE, Services	eLearning	7	No
Video Solutions	Experience RealPresence Desktop	RPEDOS103	Sales, Marketing, SE, Services	eLearning	13	No
Video Solutions	Experience RealPresence Mobile	RPEMOS102	Sales, Marketing, SE, Services	eLearning	13	No
Video Solutions	Positioning RealPresence Group Series	PRPGOS101	Sales, Marketing, SE, Services	eLearning	10	No
Video Solutions	Positioning RealPresence Group Series 310	GSOS102	Sales, Marketing, SE	eLearning	4	No
Video Solutions	Positioning RealPresence Centro	PRPCOS101	Sales, Marketing, SE	eLearning	7	No
Video Solutions	Positioning HDX	PHDXSOS101	Sales, Marketing, SE	eLearning	10	No
Video Solutions	Positioning RealPresence Immersive	ITPOS103	Sales, Marketing, SE	eLearning	15	No
Video Solutions	Experience HDX Series	RPEHDOS105	Sales, Marketing, SE	eLearning	15	No
Video Solutions	Experience RealPresence Group Series	RPEGSOS104	Sales, Marketing, SE, Services	eLearning	11	No



Page index

By product /
service / solution

By course code

Product / solution / service	Tutorial or course title	Tutorial or course code	Target audience	Training delivery	Time (mins)	Fee
Video Solutions	Deploying Operating and Maintaining Video Endpoints	DDOMVEOT201	SE, Services	ILT	2 days	Yes
Video Solutions	Immersive Telepresence Business Drivers and Customer Requirements	ITPOS106	Sales, Marketing, SE, Services	eLearning	17	No
Video Solutions	Immersive Telepresence Solution Overview	ITPOS104	Sales, Marketing, SE, Services	eLearning	20	No
Video Solutions	Immersive Telepresence Why You Should Care and How to Sell Successfully	ITPOS105	Sales, Marketing, SE, Services	eLearning	16	No
Video Solutions	ITP Sales Checklist		Sales, Marketing, SE, Services	Self-study	20	No
Video Solutions	RealPresence Immersive Studio Technical Specifications Document		Services, (SE)	Self-study	10	No
Video Solutions	Polycom OTX 300 Technical Specifications Document		Services, (SE)	Self-study	15	No
Video Solutions	Positioning Microsoft Room Solutions	PMLROS105	Sales, Marketing	eLearning	11	No
Video Solutions	Supporting Microsoft Room Solutions	MCSSLOS102	Sales, Marketing	eLearning	4	No
Video Solutions	RealPresence Immersive Studio Implementation and Support	RPISISOT201	Services, (SE)	ILT	3 days	Yes
Video Solutions	Introduction to Secure Video Delivery	VBP102	Sales, Marketing, SE	eLearning	20	No
Video Solutions	VBP 7301 Sales Training	VBPTOS101	Sales, Marketing, SE	eLearning	9	No
Video Solutions	Deploying Video Border Proxy	VBP201	Sales, Marketing, SE, Services	Self-study	20	No
Microsoft Solutions	CX Device Sales Overview and Positioning	CXOS101	Sales, Marketing	eLearning	30	No
Microsoft Solutions	CX7000 Device Technical Positioning	CXOT102	Pre-Sales Technical	eLearning	30	No
Microsoft Solutions	Positioning Microsoft Room Solutions	PMLROS105	Sales, Marketing	eLearning	11	No
Microsoft Solutions	Supporting Microsoft Room Solutions	MCSSLOS102	Sales, Marketing, Pre-Sales Technical	eLearning	4	No
Microsoft Solutions	Microsoft Design Deploy Configure and Troubleshoot for Video Solutions	MDDCTVSAT301	Services, (SE)	ILT, VILT	2 days	Yes
Microsoft Solutions	Microsoft Design Deploy Configure and Troubleshoot for Content Solutions	MDCSAT301	Services, (SE)	ILT, VILT	1 day	Yes
Microsoft Solutions	Microsoft Design Deploy Configure and Troubleshoot for Voice Solutions	MDVSAT301	Services, (SE)	ILT, VILT	2 days	Yes
Voice	Introduction to Polycom Voice	PLCMVOS102	Sales, Marketing, SE	eLearning	13	No
Voice	Positioning Desktop Voice	RPVOS104	Sales, Marketing, SE	eLearning	16	No
Voice	Positioning Conference Voice	RPVOS105	Sales, Marketing, SE	eLearning	16	No



Page index

By product / service / solution

By course code

Product / solution / service	Tutorial or course title	Tutorial or course code	Target audience	Training delivery	Time (mins)	Fee
Voice	Experience VVX Business Media Phone	RPEOS113	Sales, Marketing, SE	eLearning	14	No
Voice	Installed Audio Sales Overview and Positioning	IVBOS104	Sales, Marketing, SE, Services	eLearning	28	No
Voice	Installed Audio Products Pre-Sales Technical Training	IVBOT105	Sales, Marketing, SE, Services	eLearning	25	No
Voice	SoundStructure Solution Selling and Design	SSSDIT201	Services, SE	Remote Labs	8 hours	Yes
Voice	SoundStructure Technical Training	SSTAT303	Services, SE	ILT	3 days	Yes
Fundamental and Essential Skills	Fundamentals Series	FSIT201	Services, SE	Self-study	2 hours	No
Fundamental and Essential Skills	Level 1 Technical Training	FVVOT201	Services, SE	Self-study	45	No
Fundamental and Essential Skills	Active Directory Essentials Overview and Management	ADEDOMIT202	Services, SE	Remote Labs	8 hours	Yes
Fundamental and Essential Skills	Active Directory Essentials Design	ADEDIT203	Services, SE	Remote labs	8 hours	Yes
Fundamental and Essential Skills	Essentials Communication Security Skills for Polycom Solutions	ESCSIT202	Services, SE	Remote labs	8 hours	Yes
Fundamental and Essential Skills	Essentials Network Infrastructure Security Skills for Polycom Solutions	ESNIIT203	Services, SE	Remote labs	8 hours	Yes
Fundamental and Essential Skills	Essentials Virtualization Skills for Polycom Solutions	ESVIT204	Services, SE	Remote labs	8 hours	Yes
Fundamental and Essential Skills	SIP Essentials	SIPOT101	Services, SE	Remote labs	8 hours	Yes
System Administration	RealPresence Platform System Administration	RPPSAIT203	Customer, SE	ILT	4 days	Yes
System Administration	Deploying Operating and Maintaining Video Endpoints	DDOMVEOT201	Customer, SE	ILT	2 days	Yes
System Administration	Configure Operate and Maintain RealPresence Media Suite	COMMSIT201	Customer, SE	ILT	2 days	Yes
Assessments	Assessment Polycom Video Endpoints	RPEEXOS103	Sales	Online	30	No
Assessments	Assessment Polycom Video Endpoints Technical	RPEEXOT104	SE	Online	30	No
Assessments	Assessment Basic Video Endpoints	BVEOEX101	Sales	Online	30	No
Assessments	Assessment Basic Group Video Endpoints	BGVEOEX101	Sales	Online	30	No
Assessments	Assessment RealPresence Platform	RPPEXOS103	Sales	Online	30	No
Assessments	Assessment RealPresence Platform Technical	RPPEXOT104	SE	Online	30	No



Page index

By product /
service / solution

By course code

Product / solution / service	Tutorial or course title	Tutorial or course code	Target audience	Training delivery	Time (mins)	Fee
Assessments	Assessment Immersive Telepresence	ITPEX101	Sales	Online	30	No
Assessments	Assessment Immersive Telepresence Technical	ITPEX102	SE	Online	30	No
Assessments	Assessment Polycom Voice	PLCMVEX101	Sales	Online	30	No
Assessments	Assessment Polycom Voice Technical	VOBOT102	SE	Online	30	No
Assessments	Assessment Microsoft Lync	MICEX102	Sales	Online	30	No
Assessments	Assessment Microsoft Lync Technical	MICEX103	SE	Online	30	No
Assessments	Assessment Video Content Management	VCMOSEEX101	Sales	Online	30	No
Assessments	Assessment Video Content Management Technical	VCMOTEX102	SE	Online	30	No
Assessments	Assessment How to Market a Subscription Service	HMSSTEX101	Sales	Online	30	No
Assessments	Assessment Breaking News 2015	RPNITEX201	Services, SE	Online	30	No
Assessments	Assessment AD Essentials Design	ADDEX005	Services, SE	Online	30	No
Assessments	Assessment AD Essentials Overview and Management	ADOMEX004	Services, SE	Online	30	No
Assessments	Assessment Communication Security Essentials	CSEEX002	Services, SE	Online	30	No
Assessments	Assessment Essential Virtualization Skills	EVEX008	Services, SE	Online	30	No
Assessments	Assessment IP Networking Skills for Polycom Solutions	IPNPEX008	Services, SE	Online	30	No
Assessments	Assessment Network Infrastructure Security Essentials	NIFEX001	Services, SE	Online	30	No
Assessments	Assessment Deploying and Supporting RealPresence Platform VE	RPPVEATEX301	Services, SE	Online	30	No
Assessments	Assessment Voice Solutions in an Open SIP Environment Level 2	VOPSIPEX202	Services, SE	Online	60	No
Assessments	Assessment Implementing Video Content Management	VCMITEX202	Services, SE	Online	30	No
Assessments	Assessment SoundStructure Solution Selling and Design	SSSDITEX201	Services, SE	Online	60	No
Assessments	Assessment Cloud Video Operator Engineer	RPCVIMOTEX302	Services, SE	Online	30	No
Assessments	Assessment Microsoft Design Deploy Configure and Troubleshoot for Video Solutions	MDDCTVSATEX301	Services, SE	Online	30	No
Assessments	Assessment Microsoft Design Deploy Configure and Troubleshoot for Content Solutions	MDCSATEX301	Services, SE	Online	30	No



Page index

By product /
service / solution

By course code

Product / solution / service	Tutorial or course title	Tutorial or course code	Target audience	Training delivery	Time (mins)	Fee
Assessments	Assessment Microsoft Design Deploy Configure and Troubleshoot for Voice Solutions	MDVSATEX301	Services, SE	Online	30	No
Assessments	Assessment RealPresence Clariti Sales	RPPCLEX102	Sales, Marketing, SE, Services	Online	30	No
Assessments	Assessment RealPresence Clariti Technical	RPECLEX202	Sales, Marketing, SE, Services	Online	30	No
Assessments	Assessment Deploying Video Border Proxy	VBPEX201	Sales, Marketing, SE, Services	Online	30	No

Courseware index : by course code

Page index

By product / service / solution

By course code

Course code	Course title
ADDEX005	Assessment AD Essentials Design
ADEDIT203	Active Directory Essentials Design
ADEDOMIT202	Active Directory Essentials Overview and Management
ADOMEX004	Assessment AD Essentials Overview and Management
BGVEOEX101	Assessment Basic Group Video Endpoints
BVEOEX101	Assessment Basic Video Endpoints
CFSSOS101	Customer Focused Solution Selling
COMMSIT201	Configure Operate and Maintain RealPresence Media Suite
COMMSIT201	Configure Operate and Maintain RealPresence Media Suite
CSEEX002	Assessment Communication Security Essentials
CSMMIT203	Implementing RealPresence Media Suite with Media Manager
CXOS101	CX Device Sales Overview and Positioning
CXOT102	CX7000 Device Technical Positioning
DDOMVEOT201	Deploying Operating and Maintaining Video Endpoints
ERPMSOS101	Experience RealPresence Media Suite
ERPWSPOS101	Experience RealPresence Web Suite and Web Suite Pro
ESCSIT202	Essentials Communication Security Skills for Polycom Solutions
ESNIIT203	Essentials Network Infrastructure Security Skills for Polycom Solutions
ESVIT204	Essentials Virtualization Skills for Polycom Solutions
EVEX008	Assessment Essential Virtualization Skills
FEDOS101	US Federal and NATO Practice Specialization Overview
FLXOS101	Introduction to Flexera Licensing
FSIT201	Fundamentals Series
FVVOT201	Level 1 Technical Training
GSOS102	Positioning RealPresence Group Series 310
HMSOS101	How to Market a Subscription Service

Course code	Course title
HMSSTEX101	Assessment How to Market a Subscription Service
IPNPEX008	Assessment IP Networking Skills for Polycom Solutions
ITPEX101	Assessment Immersive Telepresence
ITPEX102	Assessment Immersive Telepresence Technical
ITPOS103	Positioning RealPresence Immersive
ITPOS104	Immersive Telepresence Solution Overview
ITPOS105	Immersive Telepresence Why You Should Care and How to Sell Successfully
ITPOS106	Immersive Telepresence Business Drivers and Customer Requirements
IVBOS104	Installed Audio Sales Overview and Positioning
IVBOT105	Installed Audio Products Pre-Sales Technical Training
MCSSLOS102	Supporting Microsoft Room Solutions
MDCSAT301	Microsoft Design Deploy Configure and Troubleshoot for Content Solutions
MDCSATEX301	Assessment Microsoft Design Deploy Configure and Troubleshoot for Content Solutions
MDDCTVSAT301	Microsoft Design Deploy Configure and Troubleshoot for Video Solutions
MDDCTVSATEX301	Assessment Microsoft Design Deploy Configure and Troubleshoot for Video Solutions
MDVSAT301	Microsoft Design Deploy Configure and Troubleshoot for Voice Solutions
MDVSATEX301	Assessment Microsoft Design Deploy Configure and Troubleshoot for Voice Solutions
MICEX102	Assessment Microsoft Lync
MICEX103	Assessment Microsoft Lync Technical
NIFEX001	Assessment Network Infrastructure Security Essentials
PFTOS101	Positioning Firewall Traversal
PHDXSOS101	Positioning HDX
PLCMOS101	Introduction to Polycom
PLCMOS104	Introduction to Polycom Video Endpoints



Page index
By product /
service / solution
By course code

Course code	Course title
PLCMOS105	Introduction to Polycom Capital
PLCMVEX101	Assessment Polycom Voice
PLCMVOS102	Introduction to Polycom Voice
PLCMVOS110	Introduction to Vertical Markets
PMLROS105	Positioning Microsoft Room Solutions
PMLROS105	Positioning Microsoft Room Solutions
PRPCOS101	Positioning RealPresence Centro
PRPGOS101	Positioning RealPresence Group Series
PRWSPOS101	Positioning RealPresence Web Suite and Web Suite Pro
RPBNIT201	Breaking News 2015
RPBNITEX201	Assessment Breaking News 2015
RPCAVESAT301	RealPresence Web Suite Pro
RPCLOT201	RealPresence Clariti Technical Overview
RPCLOT202	Introduction to Quoting RealPresence Clariti
RPLCOT203	Introduction to Deployment Services for RealPresence Clariti
RPCVIMOT302	RealPresence Operations Management
RPCVIMOTEX302	Assessment Cloud Video Operator Engineer
RPECLEX202	Assessment RealPresence Clariti Technical
RPECLOT201	Experience RealPresence Clariti Technical
RPEDOS103	Experience RealPresence Desktop
RPEEXOS103	Assessment Polycom Video Endpoints
RPEEXOT104	Assessment Polycom Video Endpoints Technical
RPEGSOS104	Experience RealPresence Group Series
RPEHDOS105	Experience HDX Series
RPEMOS102	Experience RealPresence Mobile
RPEOS105	Positioning RealPresence Desktop
RPEOS106	Positioning RealPresence Mobile
RPEOS111	Introduction to Virtualization
RPEOS113	Experience VVX Business Media Phone
RPEOS115	Positioning Management Applications

Course code	Course title
RPIT202	Collaboration Infrastructure Installation Configuration and Troubleshooting (Level 2)
RPISISOT201	RealPresence Immersive Studio Implementation and Support
RPMOS102	Experience RealPresence Media Manager
RPPAVOS102	Introduction to Voice and Video Technologies
RPPCLEX102	Assessment RealPresence Clariti Sales
RPPCLOS101	Positioning RealPresence Clariti Sales
RPPCSOS103	Experience RealPresence Collaboration Server
RPPDAT301	RealPresence Platform Design Configuration and Troubleshooting
RPPEXOS103	Assessment RealPresence Platform
RPPEXOT104	Assessment RealPresence Platform Technical
RPPPOS103	Introduction to RealPresence Platform
RPPPOS104	Positioning Universal Video Collaboration
RPPRSOS101	Positioning Recording Streaming and Content Management
RPPSAIT203	RealPresence Platform System Administration
RPPTPD201	Collaboration Infrastructure Technical Positioning and Demonstration Training
RPPVEAT301	Deploying and Supporting RealPresence Platform Virtual Edition
RPPVEATEX301	Assessment Deploying and Supporting RealPresence Platform VE
RPPVEOS106	Introduction to RealPresence Platform Virtual Edition
RPSAT301	RealPresence Platform Security and Firewall Traversal Using RealPresence Access Director
RPVOS104	Positioning Desktop Voice
RPVOS105	Positioning Conference Voice
RPWSPOS101	Introduction to RealPresence Web Suite and Web Suite Pro



Page index
By product / service / solution
By course code

Course code	Course title
SEROS104	Increase Revenue with Advantage Service
SIPOT101	SIP Essentials
SSSDIT201	SoundStructure Solution Selling and Design
SSSDITEX201	Assessment SoundStructure Solution Selling and Design
SSTAT303	SoundStructure Technical Training
VBP102	Introduction to Secure Video Delivery
VBP201	Deploying Video Border Proxy
VBPEX201	Assessment Deploying Video Border Proxy
VBPTOS101	VBP 7301 Sales Training
VCMIT202	Implementing Video Capture and Content Management
VCMITEX202	Assessment Implementing Video Content Management
VCMOSEEX101	Assessment Video Content Management
VCMOTEX102	Assessment Video Content Management Technical

Course code	Course title
VMOE102	Vertical Market Overview Education
VMOHOS102	Vertical Market Overview Healthcare
VMOMOS101	Vertical Market Overview Manufacturing
VMOOS101	Vertical Market Overview Collaborative Justice
VOPOT102	Assessment Polycom Voice Technical
VOPSIPEX202	Assessment Voice Solutions in an Open SIP Environment Level 2
	Polycom Certified Videoconferencing Engineer PCVE Exam
	RealPresence One
	ITP Sales Checklist
	RealPresence Immersive Studio Technical Specifications Document
	Polycom OTX 300 Technical Specifications Document

Appendix

[Definitions](#)[Abbreviations](#)[Useful Contacts](#)

Definitions

Company Certification

'Certification' gives your organization the ability to resell Polycom products. Certification requires individuals within your organization to meet established minimum criteria for sales and technical capabilities to support the selected area of competency. Additional requirements may apply.

Company Specialization

'Specialization' provides your organization the opportunity to differentiate itself in the marketplace and the ability to increase your organization's level in the Polycom Global Partner Program. Specializations require an increased commitment and number of skilled individuals within your organization on a selected area of competency. Additional requirements may apply.

Individual Certificates

An individual's certificate is typically valid for two years. As a result, all partner individuals that complete a sales or pre-sales technical curriculum to meet certification or specialization requirements must refresh training requirements every two years. In some cases new products may be introduced within a certification or specialization family, and there may be instances when learners are required to take new or updated training in advance of the two-year expiration to retain certification/specialization. Polycom will provide advance notice and clearly communicate the associated timeline for updated training completion.

Please note: RealPresence Services Specialization Help Desk RPSAT300 requires individual learners to take an annual online assessment to maintain their specialization track.

If your organization desires to achieve a certification/specialization, the number of individuals who hold valid certificates will be calculated toward your company's certification/specialization achievement.

Polycom University

The Polycom University manages individual learning. Individuals from Polycom partners can register for learning tracks, complete the required curriculum, and receive individual credit for the courses/curriculum they complete. The learning tracks that individuals complete in the Polycom University count at the account level toward certification and specialization requirements.

Product Lead Time

Product Lead Time is based on ship-to region and part number. Standard Lead times are the number of calendar days a product will ship from Polycom's Distribution Center after acceptance of a customer order. Product may be shipped earlier than the Standard Lead time based on availability.

- Polycom North America Distributors: please refer to your contracts for Standard information

You can find details by clicking **Product Lead Time** on the **Business Applications** menu under the **RESOURCES** tab on PartnerConnect

Definitions

Abbreviations

Useful Contacts

The Training Administrator (PA Admin)

When you enroll in the Polycom Global Partner Program, your organization will need to have identified an individual to administer your company training. Your 'Training Administrator(s)' are the contacts within your organization who are responsible for the following:

- Understanding Polycom's current certification and specialization requirements and identifying desired company certifications or specializations
- Applying for desired certifications and specializations on behalf of your organization
- Managing your organization's certification or specialization achievement to ensure employees are taking and maintaining the appropriate courseware in line with the requirements to achieve the desired certification or specialization
- Registering any demonstration equipment onto the company profile
- Sharing Polycom communications with the appropriate individuals

The Training Administrator's profile is unique as it provides access to the Manage Certification & Specialization section within the Training section of PartnerConnect. (Only the Training Administrator can view the information contained within this section).

Once the Training Administrator enters this section of PartnerConnect they will have full visibility of the company certification status and completed training. By selecting the arrow next to the name of each certification the Training Administrator can get a more detailed understanding of what is required and whose training is contributing towards each certification.

The Company Administrator (PRM Admin)

The Company Administrator role has access to and the ability to manipulate the information contained within the company profile in PartnerConnect.

It is the responsibility of the Company Administrator to ensure the information contained within the company profile is accurate and up to date. This individual has the ability to change details such as the company address, phone number, preferred Polycom Distributor and other general information. Additionally the Company Administrator can deactivate an individual's PartnerConnect account should that person no longer work for the company.

Abbreviations

Abbreviation	Definition
CBM	Channel Business Manager
EDI	Electronic Data Interchange
FSE	Field Support Engineer
GF	Global Fulfilment
ILT	Instructor-Led Training
PA Admin	Training Adminstrator
PCVE	Polycom Certified Video Engineer
PGS	Polycom Global Services
PO	Purchase Order
POS	Point of Sale
PQOD	Polycom Quotes on Demand - Polycom online quoting tool
PRM Admin	Company Administrator
SA	Solution Architect
SE	Sales Engineer
VCM	Video Content Management

Useful contacts

Description	Contact
For Polycom University inquiries, including assessments, eLearning, navigation, registration and transcripts	PolycomU@polycom.com
For EMEA Instructor-Led course scheduling and availability	emeatraining@polycom.com
For Asia Pacific Instructor-Led course scheduling and availability	aprt@polycom.com
For Americas, Caribbean and Latin America Instructor-Led course scheduling and availability	training@polycom.com
For Virtual Lab support	mylabs_support@polycom.com

ABOUT POLYCOM

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with secure video, voice and content solutions from Polycom to increase productivity, speed time to market, provide better customer service, expand education and save lives. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience, the broadest multi-vendor interoperability and unmatched investment protection. Visit www.polycom.com or connect with us on [Twitter](#), [Facebook](#) and [LinkedIn](#) to learn more.



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