Technical Certification Program

Technical Certification Options and Requirements

CX Administrators: AVST offers Administrator Training for those needing to learn configuration and maintenance of their CX-E systems. Administrator and Advanced Administrator Training are offered via the web with an accompanying examination. Although a certificate of completion is awarded upon successful completion of the administration exam, administrators are not entitled to technical support from AVST. There are also a few non-certification courses available to administrators as well as training material on the customer forum (www.avst.com/forum).

CX Technicians: For those technicians responsible for supporting their CX application — installation, maintenance, and design—AVST offers the Core Technical Training and Certification testing. Technicians are certified upon completion of the Core Technical Training and accompanying certification test provided by AVST. The Core Technical Training is offered anytime via the web; however, it is occasionally available in person. Technicians certified on the 'Core' features of CX-E are entitled to technical support from AVST, excluding advanced features, provided they work for an AVST partner or are customers with a current Premium XpressCare Plan.

CX Advanced Technicians: Advanced technicians working with Unified Messaging, Web Applications, and Availability are required to attain certifications on those applications. Advanced technicians are certified upon completion of the associated technical training classes and passing a certification test provided by AVST. Advanced certification examinations are available only via the web. Only technicians certified on a particular application, employed by an AVST partner or by a customer with a current Premium XpressCare plan, are entitled to receive technical support from AVST on that application. There are also a few non-certification courses available for advanced technicians.
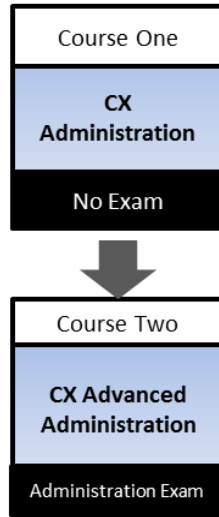
Please note that AVST provides support to customers only when they have a current Premium or Select XpressCare Plan.

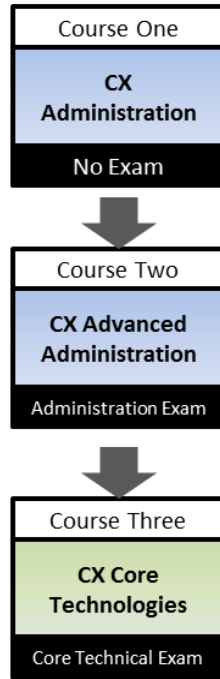| CERTIFICATION	PRE-REQUISITES	DELIVERY METHOD
CX Administrator: *CX Administration & Advanced Administration*	None	Self-paced Web Training for each of the two courses
CX Technician: *Core Technologies Course*	CX Administrator Certification	Self-paced Web Training
CX Advanced Technician: *A series of three courses: Unified Messaging, Web Applications, and Availability*	CX-E Core Technical Certification	Self-paced Web Training for each of the three courses

Learning Tracks

Starting with basic administration and working through the core technical skill all the way to the most advanced technical training, AVST offers four certified learning tracks for CX Training:
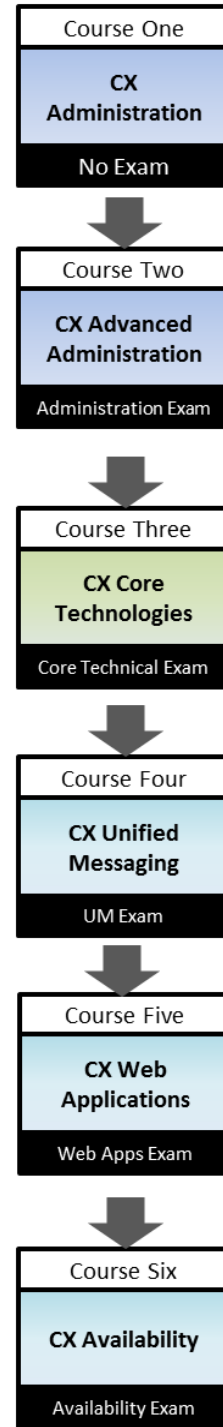
CX Administrator

Course One

CX Administration
No Exam

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Course Two

CX Advanced Administration
Administration Exam

CX Technician

Course One

CX Administration
No Exam

↓

Course Two

CX Advanced Administration
Administration Exam

↓

Course Three

CX Core Technologies
Core Technical Exam

CX Advanced Technician

Course One

CX Administration
No Exam

↓

Course Two

CX Advanced Administration
Administration Exam

↓

Course Three

CX Core Technologies
Core Technical Exam

↓

Course Four

CX Unified Messaging
UM Exam

↓

Course Five

CX Web Applications
Web Apps Exam

↓

Course Six

CX Availability
Availability Exam

Syllabi

Below are the syllabi for each of the courses AVST offers.

Title	COURSE ONE: CX ADMINISTRATION TRAINING
Duration	One Day
Delivery	Self-paced Web Training
Pre-Requisites	None
Description	Using combination of tutorials videos and the Administrator's guide, which is supplied to the student as a printable PDF file, the student completes the following tasks: • Using the Administration Utility • Managing administrator accounts • Understanding CX Features • Routing calls for Auto Attendants • Call processing application design • Understanding mailbox types • Subscriber and Class of Service mailbox administration • Distribution list administration • Using the Reports Utility • Fundamental system configuration • Basic System Support
Audience	• CX System Administrators; Project Managers; Team Leaders; Sales Engineers; Non-Technical Help Desk Personnel; Customer Service Representatives; any others wishing to learn CX administrative skills. • PBX Technicians and Advanced Technicians seeking to fulfill a pre-requisite.
Certification	There is no certification offered.
Title	COURSE TWO: CX ADVANCED ADMINISTRATION TRAINING
Duration	One Day
Delivery	Self-paced Web Training
Pre-Requisites	Completion of the CX Administration Course
Description	Using combination of tutorials videos and the Administrator's guide, which is supplied to the student as a printable PDF file, the student completes the following tasks: • Configuring a subscriber for Unified Messaging • Understanding Speech • Advanced Auto Attendant Configuration • ScheduleXpress • Understanding Personal Assistant and ATOM • Configuring a subscriber for Availability
Audience	• CX System Administrators; Project Managers; Team Leaders; Sales Engineers; Non-Technical Help Desk Personnel; Customer Service Representatives; any others wishing to learn advanced CX administrative skills.
Certification	CX Administrator Certification if awarded for a score of 75% or more on the administration exam. The exam encompasses Administration and Advanced Administration.

Title	**Course Three: CX Core Technical Training**
Duration	Three Days
Delivery	Self-paced Web Training
Pre-Requisites	Passing score of 75% or better on the CX Administration Exam
Description	Using a combination of lecture, demonstration and presentation students learn the technical fundamentals of CX, including: • Hardware and System Design • Preparing the CX Telephony Server platform • Installing, Upgrading, and configuring the CX software • Integration Study • CX-E Server Configuration • Upgrading your system • Understanding Speech and Prompts • Performing maintenance tasks • Logging and Diagnostics
Audience	• CX Advanced System Administrators; PBX Technicians; Core Technical Help Desk Personnel; any others wishing to learn CX administrative skills. • Advanced Technicians seeking to fulfill a pre-requisite. • This class is designed specifically for technicians who install and maintain CX systems in the field. This course is not designed for, and is not suitable for, administrators or system owners.
Certification	CX Technician Certification is awarded with a score of 75% or better on the CX Core Technical Exam
Title	**COURSE FOUR: CX UNIFIED MESSAGING**
Duration	Two Days
Delivery	Self-paced Web Training
Pre-Requisites	CX Core Technical Certification
Description	Using a combination of lecture, demonstration, and presentation, students learn how to install, setup, configure, and maintain CX Unified Messaging, including: • Simple Unified Messaging • Client Based Unified Messaging • Unified messaging for MS Exchange 2003 and 2010 • Unified messaging with IMAP
Audience	• CX Advanced Technicians; Advanced Technical Help Desk Personnel; any others wishing to learn or contact technical support regarding Unified Messaging. • This class is designed specifically for advanced technicians with adequate Windows experience. This course is not suitable for administrators or system owners.
Certification	Score of 75% or better on the CX Unified Messaging Exam is needed as part of Advanced Technician Certification.
Title	**COURSE FIVE: CX WEB APPLICATIONS**
Duration	One Day
Delivery	Self-paced Web Training
Pre-Requisites	CX Core Technical Certification. This course assumes you understand Windows servers.
Description	Using a combination of lecture, demonstration, and presentation students learn how to install, setup, configure, and maintain CX Web Applications, including: • Overview of Web Integration • Preparing an IIS web server for Installation • Installing Web PhoneManager (WPM) • Installing the Message Cache Manager

	• Using WPM and WPM Mobile • CX Mobile Overview • Installing and Configuring CXMS • Mobile Administrator Overview • Installing and Configuring Mobile Administrator
Audience	• CX Advanced Technicians; Advanced Technical Help Desk Personnel; any others wishing to learn or contact technical support about the product. • This class is designed specifically for advanced technicians with adequate Windows, CX and experience. • This course is not suitable for administrators or system owners.
Certification	Score of 75% or better on the CX Web Applications Exam is needed as part of Advanced Technician Certification.
Title	**Course Six: Availability**
Duration	One Day
Delivery	Self-paced Web Training
Pre-Requisites	Passing score of 75% or better on the CX Administration Exam. This course assumes the student has an understanding of CX administration, MS Exchange, Lync and Windows desktop technology.
Description	Using a combination of lecture, demonstration, and presentation students learn how to install, setup, configure, and maintain CX Availability, including: • Availability & Presence Overview • Initial Setup • Configuring schedule based availability • Configuring Calendar & Lync based overrides • Managing presence and availability settings • Managing Availability Greetings
Audience	• CX Advanced Technicians; Advanced Technical Help Desk Personnel; any others wishing to learn about availability implementation.
Certification	Score of 75% or better on the CX Availability Exam is needed as part of Advanced Technician Certification.
Title	**Course Seven: CX Digital Networking**
Duration	One Day
Delivery	Self-paced Web Training
Pre-Requisites	CX Advanced Technical Certification
Description	Using a combination of lecture, demonstration, and presentation students learn how to install, setup, configure, and maintain CX Digital Networking, including: • Preparing, Planning, and installing Digital Networking • Creating a peer-peer legacy Network • Creating a Star topology network, including installing the Master directory server. • Using the Digital Network Configuration Console (DNCC)
Audience	• CX Advanced Technicians; Advanced Technical Help Desk Personnel; any others wishing to learn or contact technical support regarding Digital Networking. • This class is designed specifically for advanced technicians with strong CX experience.
Certification	Score of 75% or better on the CX Digital Networking exam is needed as part of the Master Technician Certification.
Title	**Course Eight: Neverfail NCIE Certification**
Duration	3 days
Delivery	Self-paced Web Training provided by Neverfail.
Pre-Requisites	CX Core Technical Training. This course assumes you have an understanding of CX and Windows desktop technology.
Description	• Basics – Features, Benefits, and Product Architecture • Implementing Neverfail • Administering a Neverfail enabled system

	• Managing and Troubleshooting Neverfail.
Audience	• CX Advanced Technicians; Advanced Technical Help Desk Personnel; any others wishing to learn about Neverfail Implementation. • This class is designed specifically for advanced technicians with adequate Windows and CX experience. • This course is not suitable for administrators or system owners.
Certification	Neverfail NCIE certification is awarded after achieving a passing grade of 80% on all quizzes.
Title	**Course Nine: NotifyXpress Training**
Duration	One Hour
Delivery	Self-paced Web Training
Pre-Requisites	CX Administrator Training. This course assumes you have a working knowledge of CX and Windows desktop technology.
Description	Using a combination of lecture, demonstration, and presentation students learn how to install, setup, configure, and maintain NotifyXpress, including: • Understanding NotifyXpress Requirements • Configuring CX for UCConnect and NotifyXpress • Installing and Configuring the NotifyXpress software • Creating a Campaign • Working with Reports • Using the TUI for Administration • System maintenance and logging
Audience	• Administrators or those seeking Master Technician Certification.
Certification	NotifyXpress concepts are part of the CX Expert Concepts Exam.
Title	**Course Ten: UCConnect Training**
Duration	One Hour
Delivery	Self-paced Web Training
Pre-Requisites	CX Administrator Training. This course assumes you have a working knowledge of CX and Windows desktop technology.
Description	Using a combination of lecture, demonstration, and presentation students learn how to install, setup, configure, and maintain UCConnect, including: • UCConnect Platform Options • Installing UCConnect on CX • Running a UCConnect Script • Logging UCConnect Activity • Working with prompts • UCConnect Startup and Shutdown
Audience	• Administrators or those seeking Master Technician Certification.
Certification	UCConnect concepts are part of the CX Expert Concepts Exam.

Title	Course Eleven: TeamQ
Duration	Two hours
Delivery	Self-paced Web Training
Pre-Requisites	CX Administrator Training. This course assumes you have a working knowledge of CX and Windows desktop technology.
Description	- Understanding the CX-E Architecture and Services - Configuring complex integrations - Enhanced logging and log interpretation - System hardware and software migrations - Advanced call processing and ScheduleXpress - Managing and Updating Neverfail enabled systems
Audience	Administrators or those interested in configuring and deploying TeamQ
Certification	No Certifications are offered.

FOR MORE INFORMATION

Please visit PartnerXpress to download the AVST Training Registration Form which includes additional details, pricing, and registration information. Questions may be directed to AVST via email to Training@avst.com.

AVST delivers the industry's most interoperable Unified Communications platform that brings best-of-breed voice, mobile and business process solutions to the enterprise. With over 15 million users worldwide and three decades of innovation excellence, AVST is *unifying communications*®. To learn more visit www.avst.com.