



# THE POLY EXPERT PROGRAM – FAQ

APRIL 2020

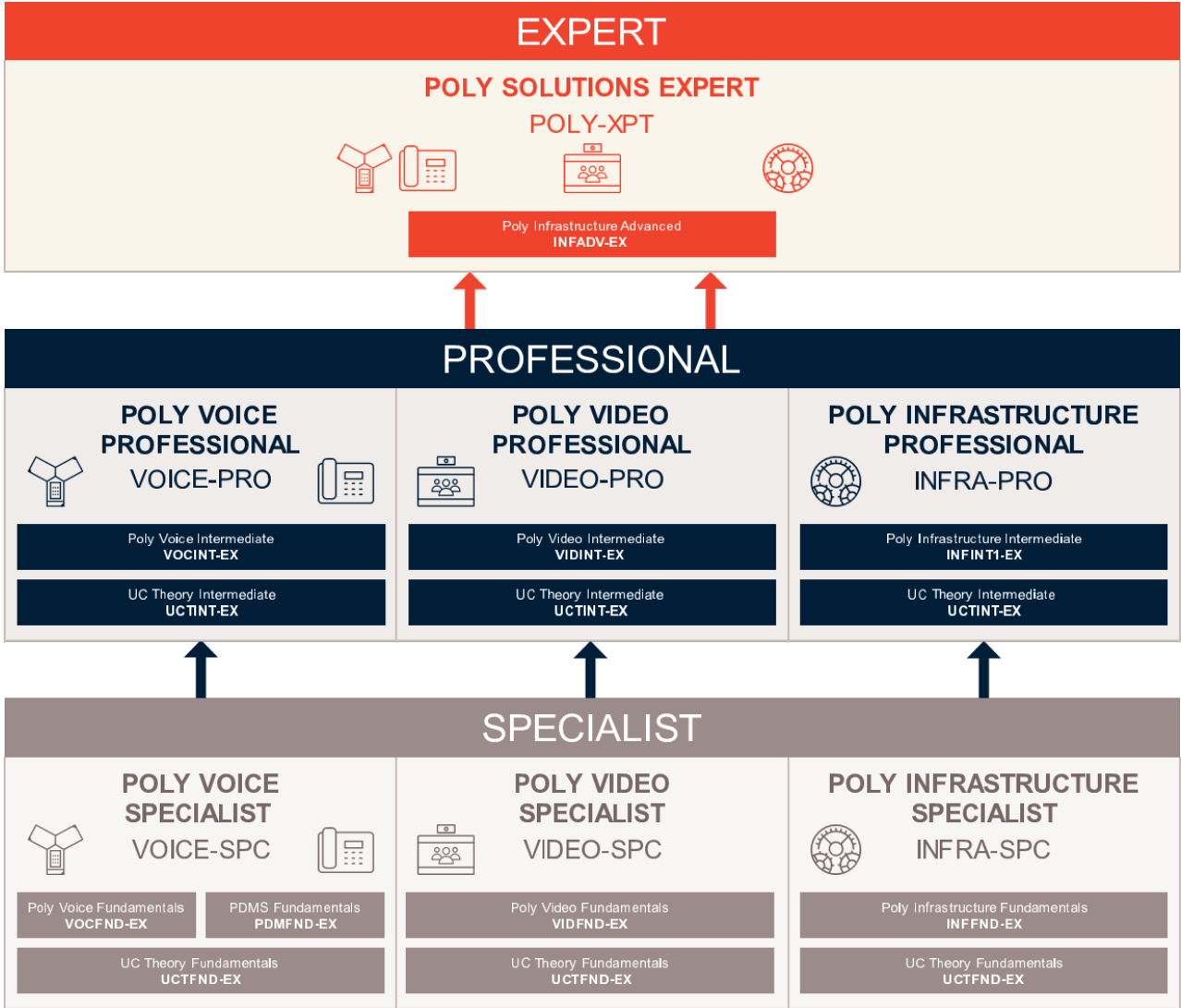
## What is the Poly Expert Program?

Polycom and Plantronics have come together to form one company, Poly, the global communications company that powers authentic human connection and collaboration.

The Poly Expert Program provides individuals who are operating, supporting, installing and designing Poly communication solutions with access to a portfolio of learning and certification opportunities.

To help our customers and partners to acquire and demonstrate technical competency on Poly solutions, Poly University is restructuring our technical training and certification program to provide a more flexible, modular approach to learning.





Who is the Poly Expert Program designed for?

The Poly Expert Program provides technical training and certification for anybody who is interested in the operation, support and installation of Poly communication solutions.

The modular approach of the program allows individuals to choose the topics and levels that are most appropriate to their learning needs.

The Poly Expert Program is open to everyone, including Poly customers, Poly channel partners, Poly Service Partners, freelance consultants, students studying computer and communications technologies, and any individual who is interested in learning more about Poly solutions or the technology of Unified Communication and Collaboration.

## FREQUENTLY ASKED QUESTIONS (FAQ)

Is the Poly Expert Program part of the Poly channel partner program?

The Poly channel partner program includes some components of the Poly Expert Program, but the channel program has other components and requirements. For more information regarding the Poly channel partner program requirements, please refer to the Poly website.

When is the Poly Expert Program being introduced?

The new Poly Expert Program is launching in April 2020 with a new portfolio of certification exams and learning opportunities.

What are the technologies and product groups included within the Poly Expert Program?

The initial release of the Poly Expert Program will cover products and technologies which can be categorized into three communication solutions groups:

- Poly Voice Solutions
- Poly Video Solutions
- Poly Infrastructure Solutions

As well as addressing the specifics of Poly solutions, the program also provides more generic technology courses to provide fundamental knowledge in the variety of technologies used across the UC industry.

For more information about the content of individual courses and certifications, please read the individual datasheets and FAQ documents available on the Poly University.

Is the Poly Expert Program just one exam, like the PCVE?

The Poly Expert Program is a tiered program of learning and certification and has three levels; **Specialist**, **Professional** and **Expert**.

Individuals can demonstrate their skills and knowledge by completing exams to certify at each level.

- After completing basic certification at **Specialist** level, individuals can then progress on to **Professional** level.
- After achieving **Professional** level certification in two disciplines, individuals are then eligible to move on to **Expert** level certification.

Each level has multiple exam requirements. For more information about the requirements of individual certifications, please refer to the individual datasheets and FAQ documents available on the Poly University.

Can I join the program at any level without completing lower level exams?

The Poly Expert Program is designed to be a modular and progressive learning framework that assists learners to develop their skills and knowledge in a variety of technical subjects.

It is important that learners are able to understand basic concepts, and the operation and function of different products and technologies, before advancing to more complex ideas such as solution design and product integration.

It is assumed that a learner has acquired the knowledge and understanding from the lower levels of the program before attempting the higher levels, and in order to avoid unnecessary duplication of learning, some topics addressed at Specialist level are not repeated at Professional or Expert level.

**It is therefore a requirement of the program that learners complete Specialist level certification before moving on to the associated Professional level certification.**

Also, since Expert level certification deals with the integration of multiple product groups, before attempting the Poly Solutions Expert (POLY-XPT) certification it is required that a learner complete

- Poly Infrastructure Professional (INFRA-PRO)

and either

- Poly Video Professional (VIDEO-PRO) **or**
- Poly Voice Professional (VOICE-PRO)

Why is the program split into three levels and what is the difference between them?

The Poly Expert Program is divided into three tiers of training and certification, Specialist, Professional and Expert.

**Specialist** level training and certification provides system operators, support staff, technicians and systems engineers with an entry level program to allow them to become familiar with the function, features and operation of Poly solutions.

Product training at Specialist level assists learners to become familiar with the products functions and benefits and provides basic user information to cover operation of the core features of the solution.

Theory training at Specialist level provides basic explanation of key terms and concepts used in Unified Communication and Collaboration (UC) solutions. The generic technology training covers a wide variety of concepts and introduces key terminology necessary to the understanding of the operation of Poly solutions.

**Professional** level training and certification provides a more advanced program of technical information for support staff, technicians and systems engineers who are responsible for the installation and support of small-to-medium Poly deployments.

Product training at Professional level shows learners how to design basic solution implementations and how to install and configure Poly products for standard operation. In addition, Professional level training explores basic troubleshooting and information collection tools.

Theory training at Professional level provides explanation of information flows and communications systems behavior, to help learners understand system configuration parameters and to assist with troubleshooting tasks.

The **Expert** level program provides a training and certification program for senior support staff, technical consultants, systems architects and solution designers who are responsible for the design, deployment and support of complex Poly solution deployments and systems integrations.

Product training at Expert level shows learners how to design complex solutions and how to integrate multiple Poly solutions, as well as integration with third-party platforms.

Theory training at Expert level explores more complex technology subjects, including security and quality of service, and includes discussion on suggested best practices.

## FREQUENTLY ASKED QUESTIONS (FAQ)

What is the difference between Poly Specialist Certification and Poly Professional Certification?

The **Poly Specialist** program will provide VNOC operators, support staff, technicians and systems engineers with an entry level training and certification program to allow them to become familiar with the function, features and operation of Poly products.

The **Poly Professional** program provides a more advanced training and certification program for support staff, technicians and systems engineers who are responsible for the installation and support of small-to-medium Poly infrastructure deployments.

Why is there only one Poly Solution Expert Certification instead of one for each of the solution technology groups like there is at Specialist and Professional level?

The Poly Solution Expert certification is designed for senior support staff, technical consultants, systems architects and solution designers who are responsible for the design, deployment and support of complex Poly solution deployments and systems integrations.

Training and certification at this level covers multiple technologies and product groupings, as well as integration with third party solutions. The Poly Solution Expert certification is therefore not limited in scope to a single product solution set.

In order to undertake the training and certification available at the Poly Solution Expert level, it is required that learners be already certified in at least two Poly Professional level certifications.

In April 2020, it is required that entrants to the Poly Solution Expert level program be certified in

- Poly Infrastructure Professional (INFRA-PRO)

and either

- Poly Video Professional (VIDEO-PRO) **or**
- Poly Voice Professional (VOICE-PRO)

What is happening to the PCVE certification?

The **Poly Infrastructure Professional** certification is the evolution of the Polycom Certified Videoconferencing Engineer (PCVE) program.

In April 2020 Poly will be launching new exams to allow learners to achieve certification under the **Poly Infrastructure Specialist** and **Poly Infrastructure Professional** programs, which will supersede the PCVE program.

**As from 29<sup>th</sup> May 2020, the PCVE exam will no longer be offered.**

For more information, please refer to the **Evolution of PCVE FAQ** document

## FREQUENTLY ASKED QUESTIONS (FAQ)

What are the exam requirements of the new certifications?

Each of the certifications has its own learning and certification components. Please refer to the FAQ document for each certification for more information.

How long are the new Poly Expert Program certifications valid for?

As a general guide, the Poly certifications that are launching in April 2020 will be valid for two years from date of acquisition.

At the time of launch, the individual exam components of a certification will each be valid for two years from date of successful completion.

Once all of the exam components of a specific certification have been acquired, the certification will be awarded and the certification, as well as each of its component exams, will then have an expiry date set two years after the date the certification was granted.

For more details on a specific certification, please reference the relevant FAQ for each certification.

What are the Unified Communications and Collaboration (UC) Theory exam components?

To fully understand the functions, features and operation of individual products, learners must first understand the underlying technologies and terminology used across multiple UC solutions.

Whether a learner is studying Poly Voice, Poly Video or Poly Infrastructure, the underlying UC Theory topics are common across UC solutions.

The Poly Expert Program employs a modular framework of learning and certification to make learning more relevant and accessible, and to avoid repetition of topics.

Within that framework, UC Theory is treated as a discrete topic with its own learning modules and exams, which can then be used as components in multiple learning and certification paths.

Once a learner has completed modules in UC Theory at a given level, that learning can count towards multiple certification paths at that same level, without the need for the learner to retake the content.

For example, if a learner passes the UC Theory Fundamentals Exam (UCTFND-EX) then that would count towards the Poly Voice Specialist certification, AND the Poly Video Specialist Certification, AND also the Poly Infrastructure Specialist certification. There is no need to repeat the learning across multiple Specialist level certifications.

## FREQUENTLY ASKED QUESTIONS (FAQ)

Do I have to attend training classes to earn the certification?

The certifications of the new Poly Expert Program are attained by successfully passing a series of exams.

It is not a requirement of the program that an individual attend any training courses operated by the Poly University; however, each exam has one or more recommended training courses to help learners to understand the relevant technologies and to prepare for the exam.

Poly University courses are specifically tailored to the objectives of the Poly Expert Program certification exams and are an excellent way to learn the Poly solutions technologies and to prepare to pass the relevant certification exam.

Where do I go to take the exams?

The Poly Expert Program exams are administered by a third party, Questionmark Computing Limited, via an online proctoring solution.

There is no need to travel to a testing facility. Students will complete the exam online with a proctor watching over video.

More information about how to sign up for an exam is available on the Poly University website and in our FAQ, "**Taking Exams Online with Poly University**".

Is there a cost to taking the exams?

Each exam of the Poly Expert Program has an associated cost, and program components and costs are subject to change over time.

Please visit the Poly University for the most up-to-date information regarding certification requirements and associated costs.

How do I access the training associated with the Poly Expert Program certifications?

Poly University offers a full portfolio of training courses and learning opportunities for individuals working towards certification under the Poly Expert Program.

Training delivery formats include online e-learning courses, self-paced lab environments and instructor-led training sessions.

Each element of the Poly Expert Program has its own combination of learning opportunities and certification requirements, and more information about each certification is available on the Poly University website and in our FAQ documents and exam datasheets.



## Poly Expert Program Components

Certification Level	Required Exams	Recommended Learning
Poly Voice Specialist (VOICE-SPC)	UC Theory Fundamentals Exam (UCTFND-EX)	UC Theory Fundamentals (UCTFND)
	PDMS Fundamentals Exam (PDMFND-EX)	PDMS Fundamentals (PDMFND)
	Poly Voice Fundamentals Exam (VOCFND-EX)	Poly Voice Fundamentals (VOCFND)
Poly Voice Professional (VOICE-PRO)	<b><i>Poly Voice Specialist</i></b>	<i>As Above</i>
	UC Theory Intermediate Exam (UCTINT-EX)	UC Theory Intermediate (UCTINT)
	Poly Voice Intermediate Exam (VOCINT-EX)	Poly Voice Intermediate (VOCINT1)
Poly Video Specialist (VIDEO-SPC)	UC Theory Fundamentals Exam (UCTFND-EX)	UC Theory Fundamentals (UCTFND)
	Poly Video Fundamentals Exam (VIDFND-EX)	Poly Video Fundamentals (VIDFND)
Poly Video Professional (VIDEO-PRO)	<b><i>Poly Video Specialist</i></b>	<i>As Above</i>
	UC Theory Intermediate Exam (UCTINT-EX)	UC Theory Intermediate (UCTINT)
	Poly Video Intermediate Exam (VIDINT-EX)	Poly Video Intermediate 1 (X-Series) (VIDINT1)
		Poly Video Intermediate 2 (Group Series) (VIDINT2)
Poly Infrastructure Specialist (INFRA-SPC)	UC Theory Fundamentals Exam (UCTFND-EX)	UC Theory Fundamentals (UCTFND)
	Poly Infrastructure Fundamentals Exam (INFFND-EX)	Poly Infrastructure Fundamentals (INFFND)
Poly Infrastructure Professional (INFRA-PRO)	<b><i>Poly Infrastructure Specialist</i></b>	<i>As Above</i>
	UC Theory Intermediate Exam (UCTINT-EX)	UC Theory Intermediate (UCTINT)
	Poly Infrastructure Intermediate Exam (INFINT1-EX)	Poly Infrastructure Intermediate INFINT1
Poly Solutions Expert (POLY-XPT)	<b><i>Poly Infrastructure Professional</i></b>	<i>As Above</i>
	Poly Infrastructure Advanced Exam (INFADV-EX)	Poly Infrastructure Advanced (INFADV)

