

POLY SOLUTIONS EXPERT (POLY-XPT) FAQ

The Poly Expert Program

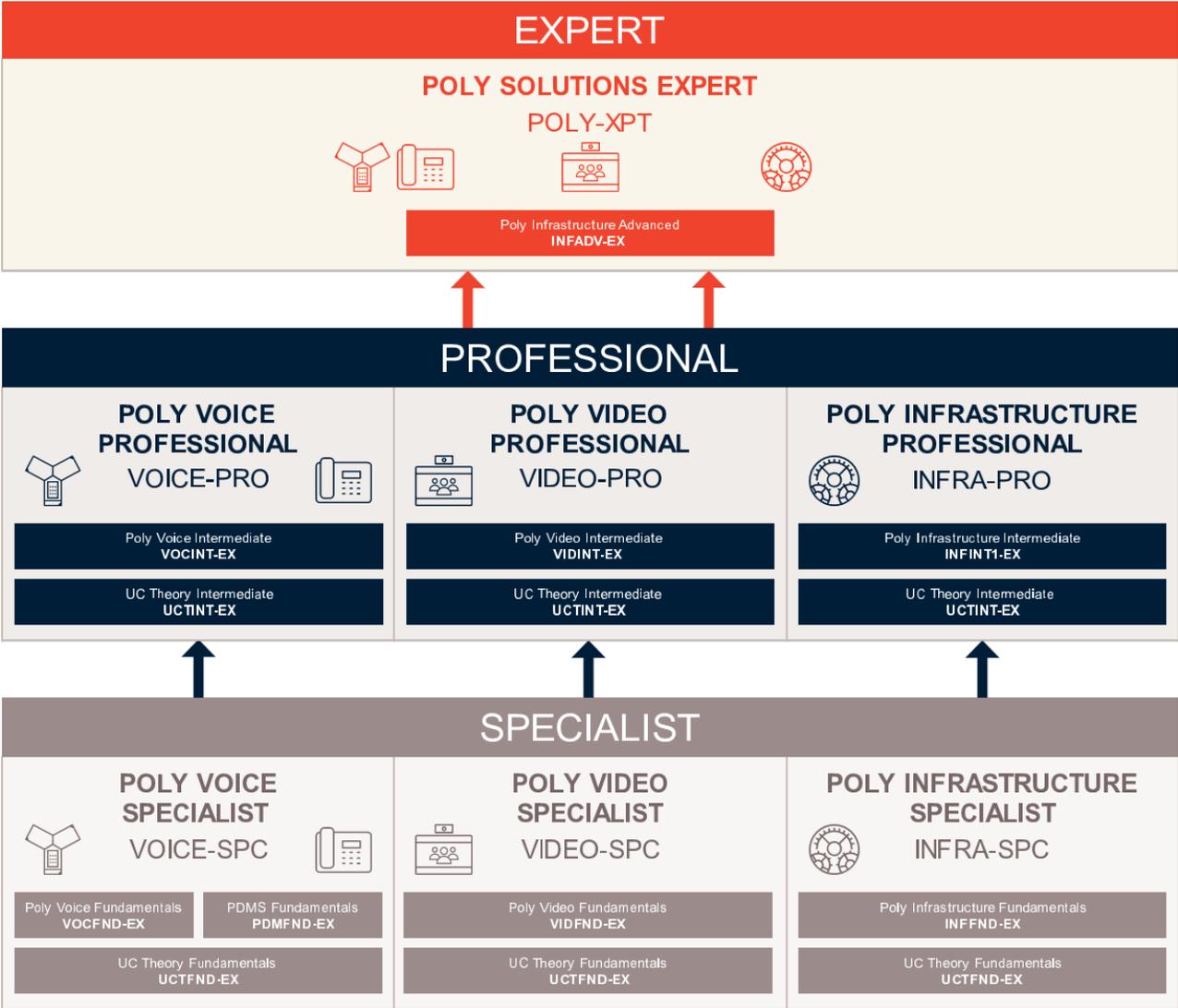
What is the Poly Expert Program?

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.

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 certifications are being offered under the Poly Expert Program?

In April 2020 Poly's program for technical training and certification will be evolving and expanding with the launch of seven new certifications:

Poly Voice Specialist and **Poly Voice Professional**

Poly Video Specialist and **Poly Video Professional**

Poly Infrastructure Specialist and **Poly Infrastructure Professional**

Poly Solutions Expert

Can I skip the lower levels and go ahead and sit for the Professional level or Expert level exams immediately?

The **Poly Specialist** certification is a mandatory prerequisite component of the corresponding **Poly Professional** certification, and Specialist level must be completed before Professional level.

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

How does the Poly Solutions Expert (POLY-XPT) fit into the Poly Expert Program?

The Poly Expert Program is designed to be modular and contains a number of different components, allowing individuals to concentrate their study on products and topics that are most relevant to them.

At Specialist and Professional levels, the program allows learners to direct their studies to specific disciplines, to provide a more focused learning and certification experience.

At Expert level it is assumed that learners are already familiar with the deployment and support of individual products

The **Poly Solutions Expert (POLY-XPT)** program of training and certification focuses on broader topics such as multi-product and multi-vendor integration, system security, reliability and availability, performance and enterprise solution design.

In order to undertake the training and certification available at the **Poly Solutions 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 Solutions Expert** level program must already be certified in

- Poly Infrastructure Professional (INFRA-PRO)

and either

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

FREQUENTLY ASKED QUESTIONS (FAQ)

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

The Poly Solutions 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 Solutions Expert certification is therefore not limited in scope to a single product solution set.

What are the technologies and product groups included within the **Poly Solutions Expert** certification?

The initial release of the **Poly Solutions Expert (POLY-XPT)** certification in April 2020 will concentrate on advanced configuration of Poly Clariti solutions, including security and firewall traversal configurations, high-availability configuration and super-clustering.

As the program develops over time, additional training and certification options will be added to the **Poly Solutions Expert (POLY-XPT)** program to expand the depth and scope of the content, and to provide learners with increased options for tailoring their learning.

How long is the **Poly Solutions Expert** certification valid for?

The **Poly Solutions Expert (POLY-XPT)** certification is valid for two years from the date of acquisition.

How do you qualify to become a **Poly Solutions Expert**? Is there an exam?

In the Poly Expert Program launching in April 2020, it is required that entrants to the **Poly Solutions Expert** level program firstly must have current certification in

- Poly Infrastructure Professional (INFRA-PRO) and either
- Poly Video Professional (VIDEO-PRO) or
- Poly Voice Professional (VOICE-PRO)

There is then a single exam you are required to attain to achieve **Poly Solutions Expert (POLY-XPT)** certification.

<u>Certification</u>	<u>Requirements</u>
Poly Solutions Expert (POLY-XPT)	Poly Infrastructure Advanced Exam (INFADV-EX)

Poly Infrastructure Professional (INFRA-PRO) plus one of either Poly Video Professional (VIDEO-PRO) or Poly Voice Professional (VOICE-PRO) certification are mandatory prerequisites for entry into the Poly Solutions Expert (POLY-XPT) program.

FREQUENTLY ASKED QUESTIONS (FAQ)

I am already qualified as PCVE, can I attempt the **Poly Solutions Expert** certification immediately?

Before attempting the **Poly Solutions Expert** level program, candidates must first have achieved certification in

- **Poly Infrastructure Professional (INFRA-PRO)**
- and either
- **Poly Video Professional (VIDEO-PRO) or**
 - **Poly Voice Professional (VOICE-PRO)**

When the PCVE exam is discontinued in May 2020, anyone who holds a valid PCVE certification will automatically be granted **Poly Infrastructure Professional** certification, with an expiry date equal to that of their PCVE certification.

Current PCVE holders will therefore have met the requirement of **Poly Infrastructure Professional** as one of the prerequisites for entry into the **Poly Solutions Expert** certification.

However, candidates will also need to complete either **Poly Video Professional** or **Poly Voice Professional** before being allowed to attempt the **Poly Solutions Expert** certification.

What training is required for the **Poly Solutions Expert** certification?

The **Poly Solutions Expert** certification is attained by successfully passing the required exams.

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

<u>Exam</u>	<u>Recommended Course</u>
Poly Infrastructure Advanced Exam (INFADV-EX)	Poly Infrastructure Advanced (INFADV / PCICT302)

FREQUENTLY ASKED QUESTIONS (FAQ)

How do I know what to study to prepare for the exams?

The Exam Blueprint for each exam details all the topic areas covered by the assessment, as well as defining the format and duration of the exam. The blueprint also explains how each section of the exam contributes towards the overall score.

Search online at the Poly website or on the Poly University site for the relevant blueprint for the exam component of the **Poly Solutions Expert:**

Poly Infrastructure Advanced Exam (INFADV-EX)

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.

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 the exams is available on the Poly University website and in our FAQ, "**Taking Exams Online with Poly University**".

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.

More information about available courses and exams can be found on the Poly University website or by emailing PolyUniversity@poly.com.

How do I reach out to Poly University?

More information regarding the new Poly Expert Program can be found in our FAQ document, "**The Poly Expert Program FAQ**" and by contacting the Poly University team at PolyUniversity@poly.com.

For more information about the **Poly Solutions Expert (POLY-XPT)** certification please visit the Poly University website or reference our FAQ document, "**Poly Solutions Expert FAQ**".

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)	<i>Poly Voice Specialist</i>	<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)	<i>Poly Video Specialist</i>	<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)	<i>Poly Infrastructure Specialist</i>	<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)	<i>Poly Infrastructure Professional</i>	<i>As Above</i>
	Poly Infrastructure Advanced Exam (INFADV-EX)	Poly Infrastructure Advanced (INFADV)

