



POLY VIDEO SPECIALIST AND POLY VIDEO PROFESSIONAL – 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.

To help our customers and partners 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.

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.



For more information, please refer to the **Poly Expert Program FAQ** document.

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

EXPERT		
POLY SOLUTIONS EXPERT POLY-XPT  Poly Infrastructure Advanced INFADV-EX		
PROFESSIONAL		
POLY VOICE PROFESSIONAL  VOICE-PRO 	POLY VIDEO PROFESSIONAL  VIDEO-PRO	POLY INFRASTRUCTURE PROFESSIONAL  INFRA-PRO
Poly Voice Intermediate VOCINT-EX	Poly Video Intermediate VIDINT-EX	Poly Infrastructure Intermediate INFINT1-EX
UC Theory Intermediate UCTINT-EX	UC Theory Intermediate UCTINT-EX	UC Theory Intermediate UCTINT-EX
SPECIALIST		
POLY VOICE SPECIALIST  VOICE-SPC 	POLY VIDEO SPECIALIST  VIDEO-SPC	POLY INFRASTRUCTURE SPECIALIST  INFRA-SPC
Poly Voice Fundamentals VOCFND-EX	Poly Video Fundamentals VIDFND-EX	Poly Infrastructure Fundamentals INFND-EX
PDMS Fundamentals PDMFND-EX		
UC Theory Fundamentals UCTFND-EX	UC Theory Fundamentals UCTFND-EX	UC Theory Fundamentals UCTFND-EX

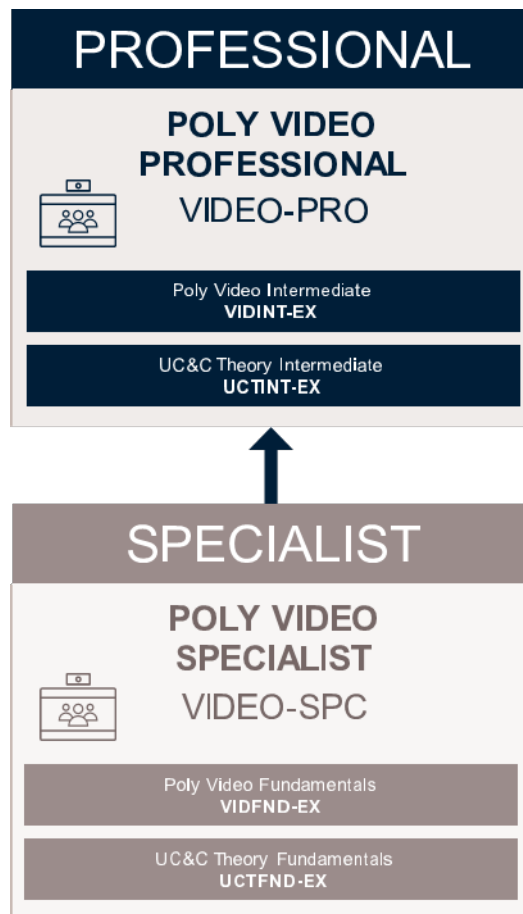
FREQUENTLY ASKED QUESTIONS (FAQ)

How do the Poly Video Specialist and the Poly Video Professional 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 for 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.

The **Poly Video Specialist (VIDEO-SPC)** and **Poly Video Professional (VIDEO-PRO)** programs focus on deploying, supporting and operating Poly video endpoint solutions.



FREQUENTLY ASKED QUESTIONS (FAQ)

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

The **Poly Video Specialist (VIDEO-SPC)** program will provide VNOC operators, support staff, AV engineers, 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 video products.

The **Poly Video Professional (VIDEO-PRO)** program provides a more advanced training and certification program for support staff, AV engineers, technicians and systems engineers who are responsible for the installation and support of Poly video endpoint deployments.

What products and technologies are included in the Poly Video Specialist and Poly Video Professional certification programs?

The **Poly Video Specialist (VIDEO-SPC)** and **Poly Video Professional (VIDEO-PRO)** programs are focused on the deployment, support and operation of Poly video solutions including:

- RealPresence Group Series
- Poly Studio X30 and Poly Studio X50
- Poly G7500

In addition, the VIDEO-SPC and VIDEO-PRO programs cover topics of generic UC Theory to provide the learner with an understanding of the key theoretical concepts required for the operation of Poly video solutions.

Can I skip the Specialist level and go ahead and sit for the Professional level exam?

The **Poly Video Specialist** certification is a mandatory prerequisite component of the **Poly Video Professional** certification.

How long is the Poly Video Specialist certification valid for?

The **Poly Video Specialist** certification is valid for two years from the date of acquisition.

Poly Video Specialist certification is a mandatory pre-requisite for the **Poly Video Professional** certification. For any individual who holds a current **Poly Video Specialist** certification (VIDEO-SPC) who then goes on to acquire the **Poly Video Professional** certification (VIDEO-PRO), the VIDEO-SPC certification becomes linked to the VIDEO-PRO certification and the expiration date of the VIDEO-SPC becomes the same as that of the VIDEO-PRO certification.

Recertifying the **Poly Video Professional** certification will automatically recertify the **Poly Video Specialist** certification.

FREQUENTLY ASKED QUESTIONS (FAQ)

How long is the Poly Video Professional certification valid for?

The **Poly Video Professional** certification is valid for two years from the date of acquisition.

What are the exam requirements of the new certifications?

The **Poly Video Specialist** and the **Poly Video Professional** certifications each have multiple components.

The exam requirements for each are as follows:

<u>Certification</u>	<u>Requirements</u>
Poly Video Specialist (VIDEO-SPC)	Poly Video Fundamentals Exam (VIDFND-EX) UC Theory Fundamentals Exam (UCTFND-EX)
Poly Video Professional (VIDEO-PRO)	<i>Poly Video Specialist (VIDEO-SPC)*</i> Poly Video Intermediate Exam (VIDINT-EX) UC Theory Intermediate Exam (UCTINT-EX)

** Poly Video Specialist (VIDEO-SPC) certification is a mandatory prerequisite for entry into the Poly Video Professional (VIDEO-PRO) program*

Is the **Poly Video Professional** certification the same as the Polycom Certified Videoconferencing Engineer (PCVE)?

The **Poly Video Professional** certification is a completely new certification from Poly and is being launched as part of the new Poly Expert Program of training and certification.

What is happening to the PCVE certification?

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

As from 29th May 2020, the PCVE exam and certification will no longer be offered.

FREQUENTLY ASKED QUESTIONS (FAQ)

What will happen to my PCVE certification?

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.

Any existing PCVE certifications will continue to be valid until their natural expiry date. The PCVE certification is valid for 2 years from the date of acquisition.

PCVE holders will be entitled to use both the PCVE title and the **Poly Infrastructure Professional** title until the date of their PCVE expiry.

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

How do I renew my Poly Video Professional certification after May 2020?

Any person holding a valid **Poly Video Professional** certification can recertify to **Poly Video Professional (INFRA-PRO)** by taking one exam:

Poly Video Intermediate Exam (VIDINT-EX)

Any person who has previously held a **Poly Video Professional** certification, but that certification has expired, is considered to be a new entrant into the program and would therefore be required to complete all of the requirements of the **Poly Video Professional** certification:

Certification

Poly Video Professional (VIDEO-PRO)

Requirements

*Poly Video Specialist (VIDEO-SPC)**

Poly Video Intermediate Exam (VIDINT-EX)

UC Theory Intermediate Exam (UCTINT-EX)

** Poly Video Specialist (VIDEO-SPC) certification is a mandatory prerequisite for entry into the Poly Video Professional (VIDEO-PRO) program*

FREQUENTLY ASKED QUESTIONS (FAQ)

What training is required for the **Poly Video Specialist** certification?

The **Poly Video Specialist** certification is 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 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 exam.

<u>Exam</u>	<u>Recommended Course</u>
UC Theory Fundamentals Exam (UCTFND-EX)	UC Theory Fundamentals (UCTFND)
Poly Video Fundamentals Exam (VIDFND-EX)	Poly Video Fundamentals (VIDFND)

What training is required for the **Poly Video Professional** certification?

The **Poly Video Professional** certification is 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 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 exam.

<u>Exam</u> *	<u>Recommended Course</u>
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 Video Specialist (VIDEO-SPC) certification is a mandatory prerequisite for entry into the Poly Video Professional (VIDEO-PRO) program. See previous question for VIDEO-SPC recommended training.*

FREQUENTLY ASKED QUESTIONS (FAQ)

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 unnecessary 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 level, without the need for the learner to retake the content.

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

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 components of the **Poly Video Specialist** and the **Poly Video Professional**.

- Poly Video Fundamentals Exam (VIDFND-EX)
- UC Theory Fundamentals Exam (UCTFND-EX)
- Poly Video Intermediate Exam (VIDINT-EX)
- UC Theory Intermediate Exam (UCTINT-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.

FREQUENTLY ASKED QUESTIONS (FAQ)

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.

Poly VIDEO-SPC and VIDEO-PRO Components (April 2020)

Certification Level	Required Exams	Recommended Learning
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)		

FREQUENTLY ASKED QUESTIONS (FAQ)

After completing Poly Video Professional is there anything more advanced I could take?

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

After achieving **Professional** level certification in two disciplines, individuals are then eligible to move on to **Expert** level certification

The **Poly Solution Expert (POLY-XPT)** 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 and the Expert certification is 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.

How do you qualify to become a Poly Solutions Expert, the top level of the chart? Is there an exam?

In the Poly Expert Program launching in April 2020, it is required that entrants to the **Poly Solution 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 required to attain **Poly Solution Expert (POLY-XPT)** certification.

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

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

