



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

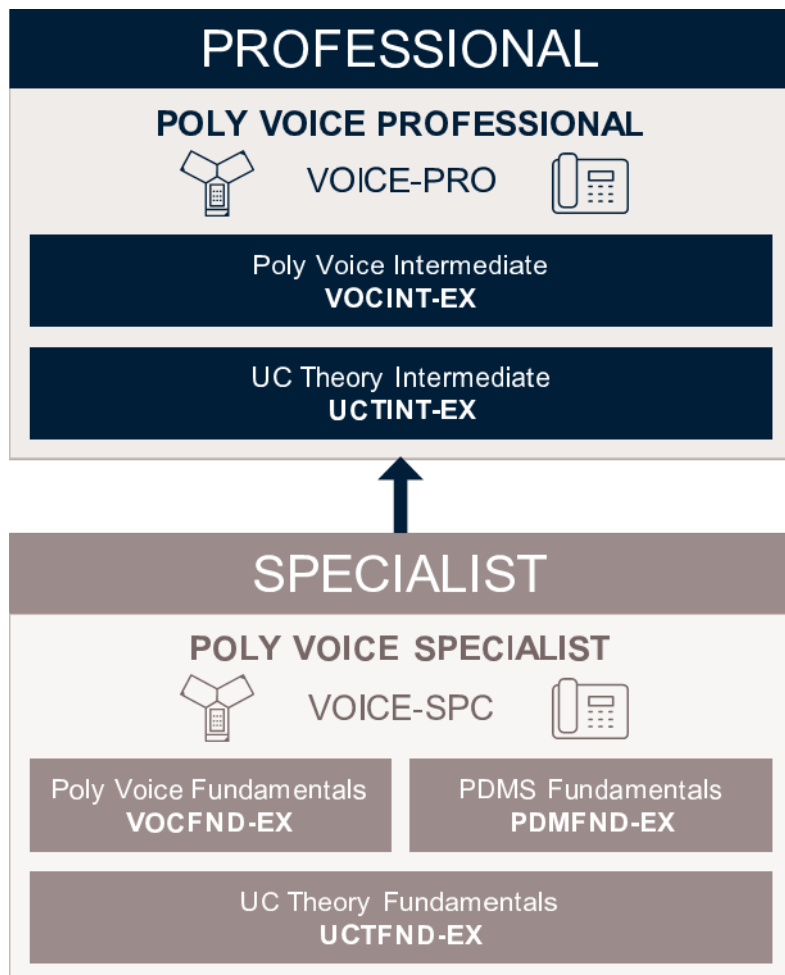
## FREQUENTLY ASKED QUESTIONS (FAQ)

How do the Poly Voice Specialist and the Poly Voice 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 Voice Specialist (VOICE-SPC)** and **Poly Voice Professional (VOICE-PRO)** programs focus on deploying, supporting and operating Poly Voice endpoint solutions.



## FREQUENTLY ASKED QUESTIONS (FAQ)

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

The **Poly Voice Specialist (VOICE-SPC)** program will provide UC support staff, voice 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 Voice products.

The **Poly Voice Professional (VOICE-PRO)** 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 Poly Voice endpoint deployments.

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

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

- Polycom VVX Business Media Phones and Polycom VVX Business IP Phones
- Poly CCX 400, Poly CCX 500 and Poly CCX 600
- Poly Trio 8300, Poly Trio 8500 and Poly Trio 8800

In addition, the VOICE-SPC and VOICE-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 voice solutions.

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

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

How long is the Poly Voice Specialist certification valid for?

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

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

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

## FREQUENTLY ASKED QUESTIONS (FAQ)

How long is the Poly Voice Professional certification valid for?

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

What are the exam requirements of the new certifications?

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

The exam requirements for each are as follows:

<b><u>Certification</u></b>	<b><u>Requirements</u></b>
<b>Poly Voice Specialist (VOICE-SPC)</b>	Poly Voice Fundamentals Exam (VOCFND-EX)  PDMS Fundamentals Exam (PDMFND-EX)  UC Theory Fundamentals Exam (UCTFND-EX)
<b>Poly Voice Professional (VOICE-PRO)</b>	<i>Poly Voice Specialist (VOICE-SPC)*</i>  Poly Voice Intermediate Exam (VOCINT-EX)  UC Theory Intermediate Exam (UCTINT-EX)

\* *Poly Voice Specialist (VOICE-SPC) certification is a mandatory prerequisite for entry into the Poly Voice Professional (VOICE-PRO) program*

## FREQUENTLY ASKED QUESTIONS (FAQ)

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

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

### **Poly Voice Intermediate Exam (VOCINT-EX)**

Any person who has previously held a **Poly Voice 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 Voice Professional** certification:

<b><u>Certification</u></b>	<b><u>Requirements</u></b>
<b>Poly Voice Professional (VOICE-PRO)</b>	<i>Poly Voice Specialist (VOICE-SPC)*</i>  Poly Voice Intermediate Exam (VOCINT-EX)  UC Theory Intermediate Exam (UCTINT-EX)

*\* Poly Voice Specialist (VOICE-SPC) certification is a mandatory prerequisite for entry into the Poly Voice Professional (VOICE-PRO) program*

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

The **Poly Voice 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.

<b><u>Exam</u></b>	<b><u>Recommended Course</u></b>
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)

## FREQUENTLY ASKED QUESTIONS (FAQ)

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

The **Poly Voice 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.

<b><u>Exam</u></b> *	<b><u>Recommended Course</u></b>
UC Theory Intermediate Exam (UCTINT-EX)	UC Theory Intermediate (UCTINT)
Poly Voice Intermediate Exam (VOCINT-EX)	Poly Voice Intermediate (VOCINT)

*\* Poly Voice Specialist (VOICE-SPC) certification is a mandatory prerequisite for entry into the Poly Voice Professional (VOICE-PRO) program. See previous question for VOICE-SPC recommended training.*

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 Voice Specialist** and the **Poly Voice Professional**.

- Poly Voice Fundamentals Exam (VOCFND-EX)
- UC Theory Fundamentals Exam (UCTFND-EX)
- Poly Voice Intermediate Exam (VOCINT-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**”.

What are the Unified Communications and Collaboration 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 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](mailto:PolyUniversity@poly.com).



## FREQUENTLY ASKED QUESTIONS (FAQ)

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

The Poly Expert Program is a tiered program of learning and certification and has 3 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>
<b>Poly Solution Expert (POLY-XPT)</b>	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**".

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](mailto:PolyUniversity@poly.com).

**Poly VOICE-SPC and VOICE-PRO 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 (VOCINT)

