



## SCANSOURCE COMMUNICATIONS EUROPE TRAINING CATALOGUE

Issue 3: February 2012

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## ScanSource Communications Europe Training Catalogue

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## Introduction

Welcome to the ScanSource Communications Europe Training Catalogue. Here you'll find an overview of all the courses we provide under our ScanSource University offering.

Our intention is to update this document on a regular basis, to ensure you have the very latest information on what we're doing with respect to training. Whether it's adding courses to our portfolio, updating our delivery schedules or announcing changes to our course booking procedures, you'll find it all here in this catalogue.

By definition, training is – ***'the process of bringing an individual to an agreed standard of proficiency and competency, through practice and instruction'***.

Through training, everyone benefits – from the individual sales person and technician, whose skills and knowledge are increased; to our mutual customers, who are better able to use and understand the solutions we have provided for them.

We are confident this catalogue will provide all the answers to your questions about the training we provide. Please let us know if you'd like to see additional information and we'll do our best to feature it in the next edition.



## Training with – Avaya

ScanSource Communications Europe has a long and proud association with Avaya, one of the world's largest providers of business communications solutions.

This association extends to our participation in the **Avaya Learning Partner Program** which authorises us to deliver Avaya product solution training for our partners and customers in the USA and Europe.

Our training delivery portfolio covers both Sales and Technical training courses, ensuring our resellers are equipped to promote, implement and support Avaya solutions across a variety of markets and business situations. In the UK, our Egham office has a fully equipped classroom capable of accommodating 8 participants for all of our regularly scheduled classes.

Please see below details of our Avaya training courses and find out '**How to Book Training**' in a later section of this catalogue.

Having the knowledge and skills to fully appreciate and understand the product you're selling is absolutely critical to your success as a salesperson. Being able to fully understand your customer's business needs and match these against the product's capabilities, is the essence of sales success. Our sales courses will provide everything you need to be fully equipped to meet the sales 'challenge'.



## Avaya IP Office – Sales Training

<b>Location:</b>	ScanSource Communications Europe, Egham, Surrey, UK
<b>Course Duration:</b>	1 day
<b>Course Price:</b>	Free of Charge (FOC)
<b>Delivery Media:</b>	Classroom/Instructor Led
<b>Target Audience:</b>	For experienced Sales Professionals who want to understand how to sell the IP Office solution portfolio

### Avaya Professional Credential Target

This workshop is a key learning opportunity for the **Avaya Professional Sales Specialist (APSS)** credential and prepares participants for the **Selling IP Office Assessment – ASC00121AEN (PLEASE PRE-REGISTER FOR THIS ASSESSMENT via the Avaya Learning Centre – [www.avaya-learning.com](http://www.avaya-learning.com) AS THE EXAM WILL BE COMPLETED IN CLASS)**

### Workshop Overview

This class is designed for experienced sales professionals, enabling them to identify customer business challenges and position IP Office as a viable solution.

On completion of the class, participants will be able to:

- **Identify IP 500 components** – Control Units and Expansion Modules; Base Cards and Expansion Cards supporting Analogue, Digital and SIP Trunks and Telephones
- **Communicate the value of IP 500 applications and solutions** – VoiceMail, Networking, Contact Centres, Mobility, across the IP Office Essential, Preferred and Advanced Editions
- **Understand the IP 500 benefits** – product positioning, competitors and Small Medium Enterprise (SME) business conversations
- **Identify additional support resources** – EZ Demo tools, Partner Portal, Avaya Learning and ScanSource IP Office Designer tools

**NOTE – additional IP Office learning materials are available via the [Avaya Learning Center](#) Additional Requirements – in order to complete the exam all students should bring:**

- A Notebook or Laptop computer
- Avaya Learning Center/University Log-In

For further information please contact:

Email – [training.europe@scansourcecommunications.eu](mailto:training.europe@scansourcecommunications.eu)

Telephone – +44 (0) 1784 740 000



## Avaya IP Office Applications Sales

**Location:** ScanSource Communications, Egham, Surrey, UK  
**Course Duration:** 1 day  
**Course Price:** Free of Charge (FOC)  
**Delivery Media:** Classroom/Instructor Led

### Target Audience:

For Sales Professionals who are **Avaya Professional Sales Specialist (APSS - SMEC)** qualified, requiring a deeper understanding of IP Office applications.

### Workshop Overview:

This class is designed for Sales and Pre-Sales staff with experience of IP Office. It will enable them to fully understand the applications to be able to design an IP Office solution to meet the customers' needs.

Each workshop will be highly interactive, using a combination of presentation materials, hands-on work with the equipment, applications and tools. A key element of the class is discussion and shared experiences. The class will be led by highly experienced Pre-Sales and Sales instructors.

During the class, participants will:

- **Review the IP Office hardware** – IP 500 components, cards and modules, wired and wireless handsets, network and resilient solutions
- **Understand the functions and positioning of IP Office applications** – Essential, Preferred and Advanced Editions along with User Profiles and Client Applications

**For further information please contact:**

**Email – [training.europe@scansourcecommunications.eu](mailto:training.europe@scansourcecommunications.eu)**

**Telephone – +44 (0) 1784 740 000**



## Avaya IP Office – Sales, Product Release Updates

<b>Location:</b>	ScanSource Communications, Egham, Surrey, UK
<b>Course Duration:</b>	1 to 2 hours
<b>Course Price:</b>	Free of Charge (FOC)
<b>Delivery Media:</b>	ScanSource WebUpdates (Webinars)
<b>Target Audience:</b>	For experienced and knowledgeable Sales Professionals, who need to understand the latest product releases available for the Avaya IP Office solutions platform.

### Avaya Professional Credential Target:

No specific credentials are associated with this class.

### WebUpdate Overview:

These webinars are designed for experienced sales professionals who wish to maintain their knowledge of the IP Office portfolio and the latest product, software releases.

On completion of the class, participants will be able to:

- **Identify, understand and communicate the benefits of the latest IP Office release**
- **Discover additional resources to support your sales**

**NOTE – additional IP Office learning materials are available via [www.avaya-learning.com](http://www.avaya-learning.com)**

One key factor, common to most modern business solutions, is that they never stand still for long. Technological change or innovation; new applications and enhancements to existing hardware and software occur fairly frequently.

As a salesperson, it's vital that your knowledge is ALWAYS up to date, ensuring your credibility in front of your customers and differentiating you from your competitors.

Attending this class will ensure you have the latest information and access to resources, to enable you to continue your sales success.



## IP Office Sales Training – Demonstration Skills

*Planned for 2012*

<b>Location:</b>	ScanSource Communications, Egham, Surrey, UK
<b>Course Duration:</b>	1 day
<b>Course Price:</b>	Free of Charge (FOC)
<b>Delivery Media:</b>	Classroom/Instructor Led
<b>Target Audience:</b>	For experienced Sales Professionals who want to understand how to demonstrate the IP Office solution platform

### **Avaya Professional Credential Target:**

No specific credentials are associated with this class

### **Workshop Overview:**

This practical, 'hands-on' class is designed for experienced sales professionals who wish to learn how to demonstrate the IP Office solution to 'CLOSE MORE SALES'!

On completion of the class, participants will be able to:

- **Identify the components of the IP Office Demonstration Kit**
- **Configure, customise and set-up the IPO demo kit** – for your customer's unique business needs
- **Understand how to create and deliver successful demonstrations** – VoiceMail, Call Flows, Receptionist, Mobile Worker, Contact Centre Agent and Supervisor and much more.....

**NOTE** – additional IP Office learning materials are available via [www.avaya-learning.com](http://www.avaya-learning.com)

**Talking** about the customer's business needs and your proposed solution, might not be enough!

**Showing** how the IP Office can meet the business needs; **proving** just how easy your solution is to use; letting the customer **see** their solution in action, will often make the difference.

This class will enable you to learn how to use your **IP Office Demo Kit** with ALL its applications (VoiceMail, Auto Attendant, Contact Centre and the extensive choice of Telephone Handsets....), in your showroom or at your customer's premises, giving you the confidence to **close more sales**.



## Avaya Sales Training – Quick SIP

**Available Now**

ScanSource Communications Europe – RECOMMENDATION

**Course Duration:** 1 hour  
**Course Price:** Free of Charge (FOC)  
**Delivery Media:** On-Line/ Video  
**Target Audience:** For ALL sales professionals

### Avaya Professional Credential Target:

No specific credentials are associated with this course.

### Workshop Overview:

This course is designed for ALL sales professionals who need an overview understanding of the key Session Initiation Protocol (SIP) concepts – what is it, how does it work, what can it do?

On completion of the course, participants will be able to:

- **Understand the general SIP concepts** – signalling and media exchange, the essentials of VoIP
- **SIP fundamentals** – end points, messages, call flows, addresses, servers and applications
- **View demonstrations of SIP in action**

**NOTE – PARTICIPANTS WISHING TO COMPLETE THIS RECOMMENDED COURSE WILL REGISTER DIRECTLY VIA THE AVAYA LEARNING CENTRE – [www.avaya-learning.com](http://www.avaya-learning.com)**

Simply Log-On to [www.avaya-learning.com](http://www.avaya-learning.com) and enter the Course Code (ATC01270WEN) into the Search Box. (Full course details will be displayed and Enrolment/Registration will be available by scrolling down on the same page).

**A further ‘advanced’ SIP Essentials (ATC01290WEN) on-line course is also available, if you wish to broaden your understanding in this technology area.**

**Session Initiation Protocol (SIP)** is almost universally recognised as the latest revolution in converged communications.

Customers and prospects are talking about SIP Trunks and SIP Endpoints and there’s no doubt that SIP Applications can change the way businesses communicate and collaborate locally and globally.

Book this highly informative, video presented course to find out how and why.



## Unified Communication (UC)/Avaya Communication Manager

**Location:** ScanSource Communications, Egham, Surrey, UK  
**Course Duration:** 1 day  
**Course Price:** Free of Charge (FOC)  
**Delivery Media:** Classroom/Instructor Led

**Target Audience:** for experienced Sales Professionals who want to understand how to sell the Unified Communications solution portfolio

### Avaya Professional Credential Target:

This workshop is a key learning opportunity for the **Avaya Professional Sales Specialist (APSS) – UC** credential and prepares participants for the **Avaya APSS – UC Assessment – ASC03001AEN (PLEASE PRE-REGISTER FOR THIS ASSESSMENT via the Avaya Learning Centre - [www.avaya-learning.com](http://www.avaya-learning.com) AS THE EXAM WILL BE COMPLETED IN CLASS)**

### Workshop Overview:

This class is designed for experienced sales professionals and focuses on skills and knowledge required to effectively describe and sell UC Solutions to meet customer requirements. On completion of this class, participants will be to understand and position:

- **Communication Manager (CM)** – including CM Branch
- **System Manager and Session Manager**
- **Avaya one-X portfolio products and applications**
- **Communication Manager (CM) Messaging** – Modular Messaging and Message Networking, IA770, IALX and Meeting Exchange
- **Avaya Web Conferencing**

**Prerequisite Course** – ASC00200WEN – The Avaya Story – web based – 1 hour

**For further information please contact:**

**Email** – [training.europe@scansourcecommunications.eu](mailto:training.europe@scansourcecommunications.eu)

**Telephone** – +44 (0) 1784 740 000



## Avaya Contact Center Solutions

**Location:** ScanSource Communications, Egham, Surrey, UK  
**Course Duration:** 1 day  
**Course Price:** Free of Charge (FOC)  
**Delivery Media:** Classroom/Instructor Led

### Target Audience:

For experienced Sales Professionals who want to understand how to sell the Avaya Contact Center solution portfolio

### Avaya Professional Credential Target:

This workshop is a key learning opportunity for the **Avaya Professional Sales Specialist (APSS) – CC** credential and prepares participants for the **Avaya APSS – CC Assessment – ASC03003AEN (PLEASE PRE-REGISTER FOR THIS ASSESSMENT via the Avaya Learning Centre - [www.avaya-learning.com](http://www.avaya-learning.com) AS THE EXAM WILL BE COMPLETED IN CLASS)**

### Workshop Overview:

This class is designed for experienced sales professionals and focuses on skills and knowledge required to effectively describe and sell Contact Center Solutions to meet customer requirements. On completion of this class, participants will be to understand and position the:

- **Avaya IQ and Avaya Call Management Systems (CMS)**
- **Avaya Interaction Center – IC/OA**
- **Avaya Aura Contact Center**
- **Avaya one-X Agent**
- **NICE, Verint and Avaya Proactive Contact**
- **Avaya Workforce Optimization and Avaya Voice Portal**

**Prerequisite Course** – ASC00200WEN – The Avaya Story – web based – 1 hour

**For further information please contact:**

**Email – [training.europe@scansourcecommunications.eu](mailto:training.europe@scansourcecommunications.eu)**

**Telephone – +44 (0) 1784 740 000**



## Avaya Data Solutions

**Location:** ScanSource Communications, Egham, Surrey, UK  
**Course Duration:** 1 day  
**Course Price:** Free of Charge (FOC)  
**Delivery Media:** Classroom/Instructor Led

### Target Audience:

For experienced Sales Professionals who want to understand how to sell the Data solution portfolio

### Avaya Professional Credential Target:

This workshop is a key learning opportunity for the **Avaya Professional Sales Specialist (APSS)** credential and prepares participants for the **Avaya Data Solutions Assessment – ASC03002AEN (PLEASE PRE-REGISTER FOR THIS ASSESSMENT via the Avaya Learning Centre - [www.avaya-learning.com](http://www.avaya-learning.com) AS THE EXAM WILL BE COMPLETED IN CLASS)**

### Workshop Overview:

This class is designed for experienced sales professionals and focuses on skills and knowledge required to effectively describe and sell Data Solutions to meet customer requirements. On completion of this class, participants will be to understand and position the:

- **Avaya Ethernet Switching Portfolio** – Positioning , Differentiating and winning against the competition
- **Unified Branch Solution Portfolio** – Positioning, Market Landscape and Identifying value in proposition
- **Access Control Portfolio**– Positioning , Selling Avaya Identity Engine and overcoming customer objections
- **Wireless Networking Portfolio** – Overview of the Next Generation Wireless portfolio from Avaya
- **Network Management Solution**- Overview of the Unified Communication Management (UCM) suite and the various components available to administer your network.

**Prerequisite Course** – ASC00200WEN – The Avaya Story – web based – 1 hour

### For further information please contact:

Email – [training.europe@scansourcecommunications.eu](mailto:training.europe@scansourcecommunications.eu)

Telephone – +44 (0) 1784 740 000



## Avaya Technical Training - IP Office Implementation Workshop

Avaya Course Code ATA01225IEN

**Location:** ScanSource Communications, Egham, Surrey, UK  
**Course Duration:** 5 days  
**Course Price:** £800 each student registered  
**Delivery Media:** Classroom/Instructor Led  
**Target Audience:** Technicians with the responsibility for installing, maintaining and supporting IP Office customer solutions

### Avaya Professional Credential Target:

This workshop is a key learning opportunity for the **Avaya Certified Implementation Specialist (ACIS)** credential and prepares participants for the **Avaya IP Office Implementation Exam – 6401.1**

### Workshop Overview:

This class is designed for implementation technicians with responsibility for installing, administering and supporting IP Office customer solutions.

The workshop provides the participants with practical, hands-on experience configuring and installing IP Office with the current levels of hardware and software.

On completion of the class, participants will be able to:

- **Identify IP 500 components** – Control Units and Expansion Modules; Base Cards and Expansion Cards supporting Analogue, Digital and SIP Trunks and Telephones
- **Install, Upgrade and Manage IP Office System Hardware and Software** – Incoming Call Routes, Analogue, Digital and SIP Trunks, User telephony extensions, System/User licenses
- **Understand and configure key IP Office Applications** – Voicemail, Small Community Networking (SCN), System Status Application, Hunt Groups, Agents and Hot Desking

**NOTE – in order to prepare for the workshop, it is highly recommended all students complete the following web based class, accessible via the Avaya Learning Centre – [www.avaya-learning.com](http://www.avaya-learning.com):**

- AVA00916WEN – IP Office Hardware and Data Components

For further information please contact:

Email – [training.europe@scansourcecommunications.eu](mailto:training.europe@scansourcecommunications.eu)

Telephone – +44 (0) 1784 740 000



## Avaya Technical Training - IP Office Advanced Applications and Troubleshooting Workshop

Avaya Course Code AT100484IEN

<b>Location:</b>	ScanSource Communications, Egham, Surrey, UK
<b>Course Duration:</b>	5 days
<b>Course Price :</b>	£900 each student registered
<b>Delivery Media:</b>	Classroom/Instructor Led
<b>Target Audience:</b>	Technicians with the responsibility for installing, maintaining and supporting 'advanced' IP Office customer solutions

### Avaya Professional Credential Target:

This workshop is a key learning opportunity for the **Avaya Certified Solution Specialist (ACSS)** credential and prepares participants for the **ACSS – Small and Medium Enterprise (SME) Exam – 3000.2** – accessible via [www.avaya-learning.com](http://www.avaya-learning.com).

### Workshop Overview:

This class is designed for implementation technicians with responsibility for installing, administering and supporting 'advanced' IP Office customer solutions.

The workshop provides the participants with practical, hands-on experience configuring and installing IP Office with the current levels of hardware and software.

On completion of the class, participants will be able to:

- **Understand the capabilities of IP Office VoiceMail Pro** – web services; VMPro in a Small Community Network (SCN), Text to Speech (TTS), Call Flows including Menu and Database Actions and Campaign Manager
- **Understand the functionality of IP Office Contact Store** – for recording voice transactions
- **Install and configure One-X Portal for IP Office and Customer Call Reporter (CCR)**
- **Interpret the most common customer call scenarios** – explain the results of alarms, real time and historical information
- **Use Diagnostic Tools** – troubleshoot common installation issues, capture trace logs

**Prerequisite Knowledge** – all participants will have previously completed **IP Office Implementation Workshop – ATA01225IEN** and may already hold the **Avaya Certified Implementation Specialist (ACIS) credential**

For further information please contact:

Email – [training.europe@scansourcecommunications.eu](mailto:training.europe@scansourcecommunications.eu)

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## Avaya IP Office Technical Update Workshop

<b>Location:</b>	ScanSource Communications, Egham, Surrey, UK
<b>Course Duration:</b>	1 Day
<b>Course Price :</b>	£250 each student registered
<b>Delivery Media:</b>	Classroom/Instructor Led
<b>Target Audience:</b>	Technicians with the responsibility for installing, maintaining and supporting 'advanced' IP Office customer solutions

### **Avaya Professional Credential Target – no specific credential is associated with this class.**

We anticipate that technicians attending this course will already hold or be progressing their Professional Credentials for **Avaya Certified Implementation Specialist (ACIS)** and **Avaya Certified Solution Specialist (ACSS) – Small Medium Enterprise Communications (SMEC)**.

### **Workshop Overview**

This class is designed for implementation technicians who wish to maintain their level of knowledge to the latest product release.

On completion of the class, participants will be able to:

- **Identify the IP 500 components added to the latest product release**
- **Understand the new and enhanced features of IP Office Core Software**
- **Review the enhanced features and applications for – Basic, Essential, Preferred and Advanced Editions**

Additional information on the latest Avaya Product Releases can be found on the Avaya Learning Center – [www.avaya-learning.com](http://www.avaya-learning.com)

**For further information please contact:**

**Email – [training.europe@scansourcecommunications.eu](mailto:training.europe@scansourcecommunications.eu)**

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## Introductory Training Series

ScanSource Communications Europe has developed a series of introductory training classes, to cover the fundamental knowledge involved in the technology and applications utilised in today's communications' markets.

The **Introductory Training Series** will be delivered in a variety of formats (instructor led, classroom training and webinars) and we can also make some versions/recordings available for you to download from our website.

### Introduction to Telecoms

**Location:** ScanSource Communications, Egham, Surrey, UK  
**Course Duration:** 1 day  
**Course Price:** TBC  
**Delivery Media:** Classroom/Instructor Led and Webinar.  
**Target Audience:** For individuals 'new' to the telecoms industry.

#### Workshop Overview:

This class is designed for individuals 'new' to telecoms, who need to understand the fundamental technologies impacting today's business markets.

- Basic Public Switched Telephone Network (PSTN)
- PBX, Key System and Hybrids
- Digital Technologies – Integrated System Digital Network (ISDN)
- Understanding Convergence – where is telephony in the IP environment?

### Introduction to Data and Internet Protocol

**Location:** ScanSource Communications, Egham, Surrey, UK  
**Course Duration:** 1 day  
**Course Price:** TBC  
**Delivery Media:** Classroom/Instructor Led and Webinar.  
**Target Audience:** For sales individuals 'new' to data and IP.

#### Workshop Overview:

This class is designed for individuals 'new' to data, who need to understand the how data and IP has changed the way we think about communications.

- Internet Protocol (IP) – what is it, how does it work?
- Introducing Voice over Internet Protocol (VoIP)
- Identifying the building blocks of a Converged Solution – switches, gateways, routers
- Session Initiation Protocol (SIP) – what can it bring to my customers?

**For further information please contact:**

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# Panasonic

## Training with – Panasonic

ScanSource Communications Europe has had a working relationship with Panasonic for over 20 years.

ScanSource works very closely with Panasonic and is able to arrange both Sales and Technical training, delivered from the UK training centre in Bracknell, Berkshire.

Panasonic has recently introduced its next generation IP system – **KX-NS1000**.



### NS1000 Sales Training - 1 day classroom

#### Course content:

- Core NS1000 system key features and benefits
- Networking capabilities
- Mobility options
- Unified Communications features and benefits
- Product positioning
- Solution Configuration skills

#### Prerequisites:

Familiarity with communications industry and terminology  
Knowledge of existing Panasonic portfolio not required



## **NS1000 Technical Training – 3 days classroom**

### **Course Content**

- System overview and structure
- Activation Keys and Terminals
- Installation
- Web Maintenance Console
- Terminal Registration
- User Profiles
- Unified Messaging
- DSP Resources
- Networking
- Upgrading and Back-ups
- Communications Assistant
- Maintenance

### **Prerequisites**

Candidates require to have successfully completed the KX-TDE and KX-NCP technical seminars. (Alternatively, candidates should fully complete the online e-learning modules for TDE and NCP – <http://www.psn-elearning.com>)

**Hardware required** when attending a course:

Laptop with Windows 7, Ethernet Card, USB ports and DVD Drive

**PLEASE NOTE – from January 2012, all training will be delivered from the following location:**

Panasonic House, Willoughby Road, Bracknell, Berkshire, RG12 8FP, UK



## Training with – ShoreTel

ScanSource Communications Europe has been associated with ShoreTel for several years and its business communications solutions are now well established in our product portfolio.

ScanSource Communications Europe is totally committed to the **ShoreTel Champions Program**, which provides a set of guidelines for its partners globally.

One of the key components of the Champions Program is **training** for both sales and technical staff.

In the UK ScanSource Communications Europe has numerous trained Business Development Managers, Account Managers and Technical Support staff who are fully qualified to support both you and your customers.

In addition to this we can also arrange ShoreTel training, which is delivered from ShoreTel's Maidenhead Training Centre in the UK.

Partner employees need a login for the ShoreTel Partner portal in order to register for training via Certification Central, the new Learning Management System (LMS) - (<http://partners.shoretel.com>)

ShoreTel courses include Basic, Advanced and Demonstration Skills for sales, together with Certified Installer, Certified Engineer and Designing and Implementing Contact Centre and Mobility Solutions.

Having the key skills to sell, design, install and support these solutions is all achievable through the appropriate training courses. Read on for more details of the relevant courses available to support your particular job role.



## **ShoreTel Sales Curriculum**

### **Basic Sales (SC-300)**

ShoreTel Sales course (SC-312) is a must for any sales person selling ShoreTel. Sales Certification is a one day, instructor led course in which students will learn about ShoreTel's corporate overview, products, selling strategies and positioning.

### **Demo Skills (SC-200)**

Become ShoreTel Demo Certified (SC-222) and you will increase your win rate by demonstrating the power and ease-of-use of the ShoreTel system onsite--quickly and easily--at the customer's office.

This instructor led course will provide you with the latest tips and techniques in order for you to conduct first rate demos.

Once you are proficient with conducting a ShoreTel System Demo please contact your Area Sales Engineer and schedule a time to perform a demo. Upon satisfactory completion of the demo, you will receive notice from the LMS that your diploma is ready.

### **System Design (SC-601)**

The concept of the System Design course (SC-600) is to learn how to properly design and configure a ShoreTel sale. The course will solidify the basic and advanced technical concepts of the ShoreTel system.

This course the best reason to have your sales people attend ShoreTel Sales Certification is they will sell target customers better, close faster and sell more!

Course features include:

- How DSP resources are allocated in the system
- Advanced Applications
- Sample design session
- Uncover and address customer needs



## **Advanced Sales (SC-701)**

The ShoreTel Advanced Sales course (SC-700) will delivery you and your team the necessary skills to clearly articulate eh customer the value and expanded applications and offering that ShoreTel provide.

Below are some of the modules contained within the course:

The Top 7 reasons why your prospects should buy ShoreTel  
ShoreTel's TCO tools and how to use them effectively to win more business

Learn about Enterprise Contact Center

The Nemertes Report, we'll take a deeper dive and arm you with the facts

Learn about ShoreTel and their Professional Services team

How to leverage TPP partner

## **Contact Centre Practice Sales Curriculum**

### **Selling the ShoreTel Contact Centre Solution (SC-272)**

Gain the product and sales knowledge you need in order to capitalize on Contact Center opportunities with ShoreTel's Enterprise Contact Center.

### **Demonstrating the ShoreTel Contact Centre Solution (SC-401)**

Download and learn how to demonstrate ShoreTel Contact Center and Enterprise Contact Center. Highlights include real-time displays and historical reports. Additionally, demo best practices will be covered.

Once you are proficient with conducting a ShoreTel Enterprise Contact Center (ECC) Demo, please contact your Country Manager or Sales Engineer to schedule a time to perform a demo. Upon satisfactory completion of the demo, your transcript will be updated to reflect ECC Demo certification



## **Mobility Practice Sales Curriculum**

### **Selling and Demonstrating the ShoreTel Mobility Solution (SC-314)**

The SC-314 course introduces the ShoreTel Mobility Solution and how to position it with the other ShoreTel products.

In order to finish your certification, you must complete all the following learning activities:

Review the ShoreTel Mobility Solution Primer Presentation Document (SC-314p) recorded session on ShoreTel University Portal  
Attend the SC-314c Instructor Led class (or attend the SC-314v web session)  
Pass the SC-314e exam



## Shoretel Technical Curriculum

### 3200 - Implementing the ShoreTel IP System

#### Prerequisites

Familiarity with Microsoft Windows 2000/2003 Server  
Be able to use a workstation  
Knowledge of data networking  
Familiarity with Telco services and cabling standards

#### Course Outline

This course includes a combination of presentation and hands-on task practice to help you gain the knowledge and skills to implement the ShoreTel system and components.

This course is offered to ShoreTel partners and customers whose tasks include planning, designing, installing, configuring, implementing and deploying the ShoreTel Unified Communication solution. Project managers, system administrators, and support engineers can also benefit from this course.

### 3210 – Maintaining and Supporting the ShoreTel IP System

#### Prerequisites

3200e Exam, Implementing the ShoreTel IP System Certification

#### Course Outline

This 4-day instructor-led, hands-on course for individuals who have implemented and supported the ShoreTel system and need more knowledge of advanced features and troubleshooting tools and techniques.



## **Contact Centre Practice Technical Curriculum**

### **3400 - Implementing the ShoreTel Contact Center**

#### **Prerequisites**

3200 Implementing the ShoreTel IP System

#### **Course Outline**

This course includes a combination of presentation, demonstration, and hands-on task practice to help you gain the knowledge and skills to implement the ShoreTel Contact Center solution, Contact Center 7.0.

We offer this course to ShoreTel partners and customers whose tasks may include planning, designing, installing, configuring, implementing, and deploying the ShoreTel Contact Center Solution. Project managers, system administrators, support engineers, and enterprise call centre administrators and supervisors may also benefit from this course.

### **3410 – Maintaining and Supporting ShoreTel Contact Center**

#### **Prerequisites**

3400e Implementing the ShoreTel Contact Center

#### **Course Outline**

This course includes a combination of presentation and hands-on task practice to help you gain the knowledge and skills to maintain and support the Contact Center system and components as well as configure Email, Chat and Dial Lists.

We offer this course to ShoreTel partners and customers whose tasks may include planning, designing, implementing, troubleshooting, and supporting the ShoreTel Contact Center Solution. System engineers, ShoreTel installers, technical consultants, and project implementation teams may also benefit from this course.



## **3420 – Using and Designing ShoreTel Contact Center Reports**

### **Prerequisites**

None

### **Course Outline**

This course includes a combination of presentation and hands-on task practice to help you gain the knowledge and skills to use standard Contact Center reports and design specific reports based on business processes and call flow structures.

We offer this course to ShoreTel partners and customers who perform the role of a call centre supervisor. Those whose tasks include planning, designing, installing, configuring, implementing, deploying and system administration of the ShoreTel Contact Center solution may also benefit from this course.

## **Mobility Practice Technical Curriculum**

### **3500 - Implementing the ShoreTel Mobility Solution**

#### **Prerequisites**

SC-314p ShoreTel Mobility Primer

#### **Course Outline**

This course includes a combination of presentation and hands-on task practice to help you gain the knowledge and skills to implement the ShoreTel Mobility Solution.

This course is offered to ShoreTel and partner support engineers whose responsibilities include planning, installing, configuring, implementing, and administering the ShoreTel Mobility Solution. Project managers and system administrators can also benefit from this course.



## 3510 Maintaining and Supporting the ShoreTel Mobility Solution

### Prerequisites

3500e Exam, Implementing the ShoreTel Mobility Solution Certification

### Course Outline

This course includes a combination of presentation and hands-on task practice to help you gain the knowledge and skills to maintain, support and troubleshoot the ShoreTel Mobility Solution.

This course is offered to ShoreTel and partner support engineers whose responsibilities include maintaining and supporting the ShoreTel Mobility Solution.

## SHORETEL TECHNICAL TRAINING SUMMARY

Course Code	Course Title	Course Duration
3200	Implementing the ShoreTel IP System	5 Days
3210	Advanced System & Troubleshooting	3 Days
3400	Designing & Implementing the ShoreTel Contact Center Solution	5 Days
3410	Maintaining & Supporting the ShoreTel Contact Center Solution	3 Days
3420	Using & Designing ShoreTel Contact Center Reports	1 Day
3500	Implementing the ShoreTel Mobility Solution	3 Days
3510	Maintaining & Supporting the ShoreTel Mobility Solution	2 Days



## How to Book a ScanSource University Training Course



The ScanSource University portal on the ScanSource Communications Europe website, displays a complete list for all current training courses.

Under each Course Title you will find a list of available course dates, delivery locations and access to the full Course Description.

Click on any of the highlighted dates and this will give you access to Book the training'. Complete the online registration form, ensuring that all candidate details are correct, and you have read and accepted the terms and conditions. Click "Register Now" to submit.



If you are booking for more than one candidate, please complete the form for each individual.

You will receive an automated acknowledgement of your interest in the class and a confirmation of your Registration sent to the email supplied on the registration form.

Please note if registering for a chargeable course you will be required to supply a Purchase Order reference at the time of registering. We will send you an invoice after the course.

If you do not have an account with ScanSource, please call an Account Manager to set up an account and proceed with the booking.

## How We Can Help

You know exactly **what** you want to do, but you can't remember the best person to contact, or which website has all the information you need?

Listed below are some useful contact numbers and website addresses, which should provide you with access to the information you're looking for:

**ALL** Training Course details are published and updated on the ScanSource websites worldwide.

<http://www.scansourcecommunications.eu>

From the Home Page – follow the link to ScanSource University

From here, you'll be able to see all of the courses that are currently scheduled from our vendors.

If you need further information about any of the classes listed, contact us directly:

**Tel:** +44 (0) 1784 740 000

**Email:** [training.europe@scansourcecommunications.eu](mailto:training.europe@scansourcecommunications.eu)