

# ShoreTel Academy



## TRAINING AND CERTIFICATION ON YOUR SCHEDULE

Tired of spending days away from work for training? Want to understand exactly the courses you need? Want your own personalized training roadmap? Welcome to the Academy!

Beginning with ShoreTel Connect, ShoreTel University is introducing a new way to become certified. Experience learning through our innovative ShoreTel Academy modular format. Spend less time away from your job and take training on your time.

### One enrollment

Through one simple enrollment, all your training classes, updates and exams are automatically populated into your own personalized training path. YOU choose when and where to take classes based on YOUR schedule.

### One subscription

Need a refresher course? Want to upgrade your capability to the next release of ShoreTel Connect? It's easy! Every Academy comes with a two-year subscription to all training modules.

Your subscription offers access to all upgrade training in your path at no additional charge, and you can take classes as many times as you like.

Subscription ownership remains with the partner. Moving to a different role? The subscription can be repurposed to another employee for no additional cost.

### One place to learn

ShoreTel University believes in the cloud. It's so convenient to be able to access resources from anywhere. That's why we put the Academy in the cloud—to make things easier for you. Stop searching websites and course listings to find the training you need. ShoreTel Academy's modular format model lays out your training plan step by step. Just log into [Certification Central](#) and enroll. It's the only place you need to go!

### BENEFITS

- Compete at your own pace
- Reduce time away from home
- Reduce time out of the field
- Single enrollment for each academy
- Personalized roadmap to certification



### The Wizard Is Ready to Help

Let the ShoreTel Academy Wizard guide you through your course selection process. Download the Wizard from [shoretel.com](#), answer a few questions, and you'll know which Academy is right for you.

[shoretel.com/shoretel-university/academy-certification](https://shoretel.com/shoretel-university/academy-certification)

### Common Training Scenarios

With the move to ShoreTel Connect there are several common training scenarios; we've captured many of them here. ShoreTel Academy is primarily focused on technical training. Sales training is available at no cost to the Partner. Simply complete ShoreTel Connect

Academy to be certified to sell ShoreTel 14.2 or ShoreTel Connect.

ShoreTel Academy's modular format lays out your training plan step by step. Download the [Academy Wizard](#) to choose your courses. Log into [Certification Central](#) to get started now.

### What if I am new or have no certification and ONLY need to support the ShoreTel Connect product?

14.2 Certification	Connect Academy Required	Additional Course Required	Est Time to Complete (Hrs.)
None	UCSI (Systems Installer)	None Required	26.5
None	UCSP (Systems Programmer)	None Required	33.5
None	UCSE (Support Engineer)	None Required	94.25
None	CCSI (Contact Center System Installer)	None Required	38.5
None	CCSP (Contact Center System Programmer)	None Required	65.5
None	CCSE (Contact Center Support Engineer)	None Required	118.5
None	SMSI (Mobility Systems Installer)	None Required	73.5
None	SMSE (Mobility Support Engineer)	None Required	89.5

### What if I am new or have no certification and need to support BOTH 14.2 and the ShoreTel Connect products?

14.2 Certification	Connect Academy Required	Additional Course Required	Est Time to Complete (Hrs.)
None	UCSI (Systems Installer)	14.2 Installer Delta*	34.5
None	UCSP (Systems Programmer)	14.2 Programmer Delta*	41.5
None	UCSE (Support Engineer)	14.2 SE Delta*	110.25
None	CCSI (Contact Center System Installer)	14.2 CC Installer Delta*	42.5
None	CCSP (Contact Center System Programmer)	14.2 CC Programmer Delta*	69.5
None	CCSE (Contact Center Support Engineer)	14.2 CC SE Delta*	126.5
None	SMSI (Mobility Systems Installer)	14.2 Mobility Installer Delta*	77.5
None	SMSE (Mobility Support Engineer)	14.2 Mobility SE Delta*	97.5

\*Available March 2016

**I am currently certified on 14.2 and I need to get my ShoreTel Connect product certification**

14.2 Certification	Connect Academy Required	Additional Course Required	Est. Time to Complete (Hrs.)
3200	UCSI (Systems Installer) Continuity	None Required	12.5
3200	UCSP (Systems Programmer) Continuity	None Required	15.5
3210	UCSE (Support Engineer) Continuity	None Required	23.5
3400	CCSE (Contact Center Support Engineer) Continuity	None Required	6.5
3410	CCSE (Contact Center Support Engineer) Continuity	None Required	6.5
3500	SMSE (Mobility Support Engineer) Continuity	None Required	4.5
3510	SMSE (Mobility Support Engineer) Continuity	None Required	4.5

**My certification on 14.2 has lapsed and I need to support both 14.2 and the ShoreTel Connect product**

14.2 Certification	Connect Academy Required	Additional Course Required	Est. Time to Complete (Hrs.)
3200	UCSI (Systems Installer) Continuity	3200s Implementing the ShoreTel UC Solution, Self-Study	15.5
3200	UCSP (Systems Programmer) Continuity	3200s Implementing the ShoreTel UC Solution, Self-Study	18.5
3210	UCSE (Support Engineer) Continuity	3210s Implementing the ShoreTel UC Solution, Self-Study	26.5
3400	CCSE (Contact Center Support Engineer) Continuity	3400s Implementing the ShoreTel Contact Center, Self-Study	9.5
3410	CCSE (Contact Center Support Engineer) Continuity	3400s Implementing the ShoreTel Mobility Solution, Self-Study*	9.5
3500	SMSE (Mobility Support Engineer) Continuity	3500s Implementing the ShoreTel Mobility Solution, Self-Study	7.5
3510	SMSE (Mobility Support Engineer) Continuity	3500s Implementing the ShoreTel Mobility Solution, Self-Study**	7.5

\*Only if 3400 Certification is lapsed as well    \*\*Only if 3500 Certification is lapsed as well

**ShoreTel. Brilliantly simple business communications.**

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

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