



Overview of BroadSoft Certification Program

**BroadWorks and
BroadCloud Certifications**





The BroadSoft Certification Program Enables You To...



Take guesswork out of skill assessment



Utilize BroadSoft products suite to fullest



Reduce risks and operating costs



Increase end-customer satisfaction



Five Benefits Of Being **BroadSoft Certified**



①

ACKNOWLEDGEMENT AS BEING BROADSOFT CERTIFIED

- BroadSoft Certification Program is globally recognized and respected within the Telecommunications and VoIP industry
- BroadWorks platform is deployed in more than 700 Service Providers
- Being BroadSoft Certified implies that you have successfully demonstrated an understanding of your course's subject matter and can apply the knowledge within day-to-day tasks on the job

②

COURSE CONTENT CONSTANTLY UPDATED

- Courses are constantly updated to follow BroadSoft product releases as well as new industry developments
- Once enrolled into a course you will always have access to your courses and most recent training materials



③ OPPORTUNITY TO NETWORK WITH OTHER BROADSOFT CERTIFIED STUDENTS

- Once certified, you would be invited to your specific certification track's LinkedIn group
- These groups promote networking, discussions, and troubleshooting as well as early updates to new developments within the certification program

④ RECEIVE A CERTIFICATE AND DIGITAL SIGNATURES TO DISPLAY PUBLICALLY

- Certified students will be able to download a course certificate from the BroadSoft Learning Center
- Students may download BroadSoft certified title signatures to include in their email signatures and LinkedIn profiles

⑤ PRIORITIZING TICKETS IN TAC

- TAC tickets opened by certified Engineers will be then handled with priority according to the customer's SLA (Service Level Agreement) without affecting other customer's SLAs



TAC Ticket Opened By Certified Engineers

Field Tab Security Measurements

Internal Notice:

Customer Name:

Region:

Severity: 3 - Minor

Customer Priority: 3 - Normal

System Type: Production

Product Category: BroadWorks - Device Management

Affected Services: Server

BroadWorks: 20.sp1

Version/Release:


Problem Source: Customer - TAC consultation

Disposition:

Contact:

Contact Email:

Contact Number:

Contact Certification: BroadWorks Certified Network Engineer - Professional 
BroadWorks Certified Network Engineer - Specialist
BroadWorks UC-One

BroadSoft Certified Students

Certified Students

- Will receive a **signed Certificate** via the BroadSoft Learning Management System
- Will be able to join the new BroadSoft Certified **LinkedIn Groups** (one Group per Certification Track)
- Will be able to add to their **signature** and to their **LinkedIn profile** information about their BroadSoft Certifications according to the guidelines provided by BroadSoft Learning Center (link)



<https://www.linkedin.com/showcase/10583564/>



Program Structure

- **BroadWorks and BroadCloud
Certifications Programs**



BroadWorks Certification Target Audience



ENGINEERING

- Network Engineers
- Operations Engineers



BUSINESS

- Sales Directors
- Sales Engineers
- Product Managers



Certification Program Framework

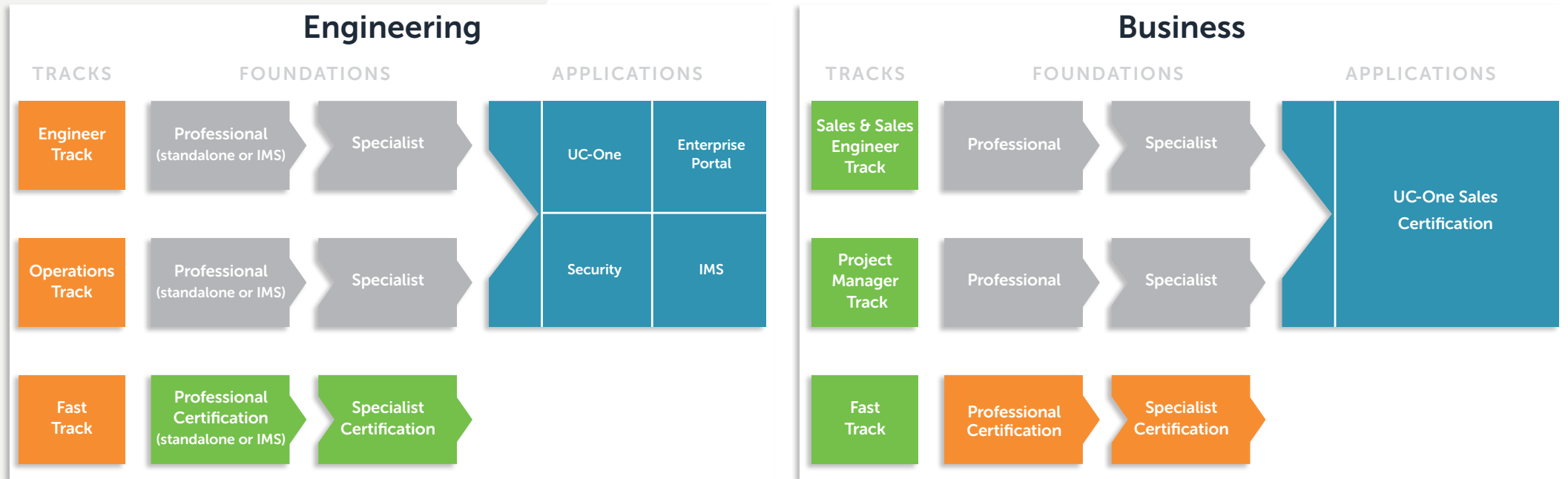




BroadWorks Certification Program



BroadWorks Certification





BroadWorks Course Duration



COURSE	DURATION	CERTIFICATION COURSE
Engineering Professional	5 Days	YES
Engineering Specialist	8 Days	YES
Business Professional	5 Days	YES
Business Specialist	4 Days	YES
BroadWorks UC-One	3 Days	NO
BroadWorks IMS	2 Days	NO
BroadWorks Enterprise Portal	2 Days	NO
BroadWorks Security	2 Days	NO
Fast Tracks	Online	YES



BroadCloud Certification Target Audience



TECHNICAL

- Master Administrators
- Fulfillment Engineers
- Operations Engineers



BUSINESS

- Sales Directors
- Sales Engineers

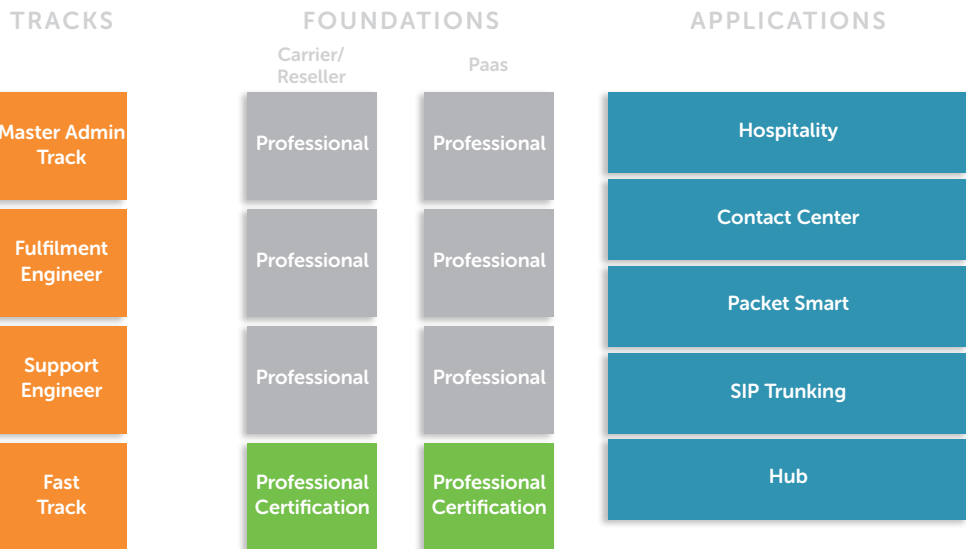


BroadCloud Certification Program

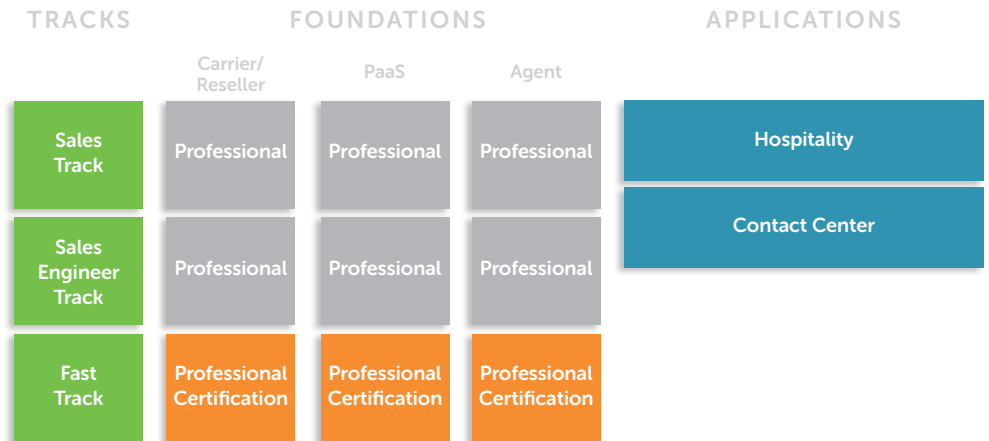


BroadCloud Certification

Technical



Business





BroadCloud Course Duration



COURSE	DURATION	CERTIFICATION COURSE
Administration Professional (Carrier/Reseller)	3 Days	YES
Administration Professional (PaaS)	3 Days	YES
Contact Center (Technical)	3 Days	YES
Contact Center (Sales)	Online	YES
Hub	Online	YES
Hospitality (Technical)	2 Days	YES
Hospitality (Sales)	Online	YES
PacketSmart	2 days	YES
Fast Tracks	Online	YES



Certification Schedule

- **BroadSoft Certification Program**



Certification World Tour Schedule



Region's Schedule of BroadSoft Classrooms

- Live on <https://www.broadsoft.com/training-and-certification>
- Classrooms require min 8 students

Customer onsite Training with new Course Catalog

- Priced per class (max 15 students)
- T&E will be added



Learning Management System

■ **BroadSoft Certification Program**



Learning Management System




<http://training.broadsoft.com>

You can sign in using your Xchange credentials contact us at: learningcenter@broadsoft.com

The screenshot shows the BroadSoft Learning Center website. At the top left is the logo with the text "broadsoft LearningCenter". To the right, it says "New user? If you are not registered yet, please [register here](#)". Below the logo is a navigation bar with a "SIGN IN" button, input fields for "Username" and "Password", another "SIGN IN" button, and a "Lost password" link. Below the navigation bar are links for "Catalogue", "Download", and "Certification Titles". The main content area features a large banner with the text "BROADSOFT TRAINING & CERTIFICATIONS" and a sub-headline "Develop the skills your business needs to successfully install, maintain, administer and sell BroadSoft solutions." Below the banner is a blue bar with the text "BroadSoft Learning Center Announcement". A small text box on the right side of the banner reads "Users can now log into the BroadSoft Learning Center with their Xchange Credentials".

About BroadSoft

Cloud business unified communications, team collaboration and contact center Software-as-a-Service (SaaS)

	Company	NASDAQ: BSFT	\$341M Revenue (2016)	25% CAGR Since '10	1,800 Employees (2016)	80+ Country Presence
	Channels	25 of the top 30 service providers by revenue		600+ Channel Partners	\$8B Estimated enterprise revenue based on BroadSoft solutions	
	Leadership	#1 Global Market Leader	41% Market Share	16M Business lines installed base (Q4 2016)	85M+ Estimated total end users served	

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