

BroadSoft Training FAQ

BroadSoft Learning Center

Release 1.0

BroadSoft Training FAQ

Common Questions

- How do I sign up for Certification courses?
 - There are two methods to enroll into Certification or instructor led courses, customers may either pay with a credit card on the BroadSoft Learning Center or pay with a purchase order. To pay with a purchase order please reach out to your company's Account Manager. The Account Manager will work to create a quote and place the training order.

After the order has been placed and accepted by BroadSoft you will receive enrollment codes that will grant you admission into the requested course or courses. These codes are applied in the BroadSoft Learning Center at <https://training.broadsoft.com>.

- What BroadSoft Certification is best suited for me?
 - For any uncertainty on which certification is best suited for your job type, please refer to section 2 of our course catalogue, which can be downloaded from <https://www.broadsoft.com>
- My enrollment code did not work, what should I do?
 - Should an error occur or a message saying the code is invalid after applying it, try refreshing your screen to see if the course appears anyways. Sometimes these messages may occur due to false negatives. If the code does not work then email learningcenter@broadsoft.com for further assistance.
- What is a Fast Track?
 - Fast Tracks are remote online proctoring's of certification exams. Students in Fast Tracks have access to all of the training materials from the regular course but there is no lecture or instruction. Fast Tracks are purely for testing. They are recommended for experienced students who would like to quickly pass a Professional level course for access to the Specialist. Bridge information and extra details will be sent to enrolled students prior to their session's date.
- How do I download my signature and certificate after passing a certification?
 - The electronic signatures can be downloaded from the "Certification Titles" tab on the front page of the BroadSoft Learning Center. They will also be sent to the passing students of the certification course from the

BroadSoft Learning Center, and they are found in the LinkedIn groups that certified students have access to after they pass their course.

To view and download the certificate, go to the “My Activities” tab in your BroadSoft Learning Center menu. From there, select “Course”, then click on the grey badge to the right of the course name. This will download the certificate.

- What is the difference between BroadCloud Certification and BroadCloud Onboarding?
 - BLCD certification is a certification program similar to other ones on the market (e.g. Cisco or Microsoft ones):
 - Standard training program not customized to customer implementations
 - Best Practices
 - Final theoretical and practical tests
 - Certificate, badge, LinkedIn groups
 - Support tickets opened by certified engineers are handled by TAC as explained in my email
 - Expires after 2 years

During onboarding we carry out workshops about the specific BLCD customer implementation.

These workshops are tailor-made to BLCD configuration of the customer.

Registering for a Training

- How do I sign up for Certification courses?
 - To sign up for a Certification Course or any instructor led Training, please reach out to your company’s Account Manager. The Account Manager will work to create a quote and place the training order.

After the order has been placed and accepted by BroadSoft you will receive enrollment codes that will grant you admission into the requested course or courses. These codes are applied in the BroadSoft Learning Center at <https://training.broadsoft.com>.

- How can I get a letter of invitation for a training abroad?
 - For any trainings that are abroad which require students to obtain a letter of invitation please reach out to learningcenter@broadsoft.com, providing your name, your date of birth and the course you are planning to attend.
- Who can I contact for more information about a particular class?

- For more information about course dynamics please refer to our course catalogue, which can be downloaded from the “Training and Certification” page on <https://www.broadsoft.com>.
If the question is still unanswered feel free emailing learningcenter@broadsoft.com or call us using the “Got a question? Video call us!” button on the “Training and Certification” page on <https://www.broadsoft.com>.
- What are the methods of payment I can use to purchase training seats?
 - Trainings can be ordered with a purchase order or through checking out with VISA, MasterCard, AMEX, or Discover credit card in the BroadSoft Learning Center.

Training Logistics:

- What BroadSoft Certification is best suited for me?
 - For any uncertainty on which certification is best suited for your job type, please refer to section 2 of our course catalogue, which can be downloaded, from the “Training and Certification” page on <https://www.broadsoft.com>.
- What happens if I cannot attend the session I enrolled in?
 - Customer initiated cancellation(s) for classroom-training course(s) are made 14 calendar days before the start of the first day of the scheduled program. Refund: 100%.
 - Customer initiated cancellations for classroom training course(s) are made between 7 to 13 calendar days before the start of the first day of the scheduled program. Refund: 50%.
 - Customer initiated cancellations for classroom training course(s) are made less than 7 calendar days before the first day of the scheduled program. Refund: 0%.
 - Customer who is registered but do not attend the scheduled program. Refund: 0%.
- Can I access the Broadsoft Learning Center on my phone and tablet?
 - Yes. You may also download the BroadSoft Learning Center app by searching “Mobile LMS” in the Apple or Google Play store.
- How can I stay up to date with BroadSoft Trainings?

- To stay up to date with BroadSoft Trainings including certification, be sure to follow our LinkedIn group at this link - <https://www.linkedin.com/showcase/10583564/>
- How will I know how to prepare for the course I've register for?
 - There is lots of free e-learning material on the BroadSoft Learning Center. To see which of these e-learning courses are best for your upcoming session, please refer to the "Recommended Online Content for Courses" document on <https://training.broadsoft.com> Download tab.
- Where are the instructor led courses located?
 - Trainings and Certifications are located across the globe; to view the exact locations of certain training sessions, please refer to section 3 on of our course catalogue, which can be downloaded, from <https://www.broadsoft.com>.
- I've ordered an onsite course, what information does the Learning Center need from me regarding registering students?
 - For all onsite courses, please send the BroadSoft Learning Center the names, email addresses, and track type of each student attending. It is important to provide this information to the Learning Center as soon as possible we can spend more time preparing organizing the course.
- What is the minimum and maximum number of students for a session?
 - The maximum students per course are 15 and the minimum is 5.
- Why would a session be canceled?
 - If the program fails to achieve minimum enrollment, BroadSoft reserves the right to cancel the program at least 7 calendar days to its scheduled start date.
 - BroadSoft considers instructor safety the highest priority. Therefore, it is at BroadSoft's discretion to cancel any training program if the U.S. Department of State issues a travel warning for that location, or if the program location is deemed unsafe by BroadSoft due to political, technological, or natural catastrophic disasters beyond its control.
- What should I bring to my training session?
 - For all in instructor led trainings students are required to bring laptops. But please refer to our course catalogue and look at the pre-requisite section of your chosen course for additional skillset recommendations.

Training Details:

- What are the benefits of Being BroadSoft Certified?

- For a high-level overview of the benefits of being BroadWorks Certified please view this article at the link below.
https://broadsoft.com/blog/5_benefits_of_being_broadworks_certified.
- **What are the different types of Certifications?**
 - To view a high-level overview of the differences between certification track, please refer to section 1 of our course catalogue, which can be downloaded, from <https://www.broadsoft.com>.
- **How long does it take to get a certification?**
 - Each certification may have a different length to get certified. To see the length of each certification, please refer to section 1 of our course catalogue, which can be downloaded, from the “Training and Certification” page on <https://www.broadsoft.com>.
- **How is the Broadsoft Certification Program structured/why are there students from different tracks in my session?**
 - The BroadWorks and BroadCloud Certification programs are structured with two levels of study, the Business level and the Engineering level. Each of these levels are divided up into it’s own relevant tracks.

The only difference between tracks is tests at the end of the course. The solutions courses may be taken at any time however, to access the Specialist level courses the Professional one must be passed first.
- **Will I ever loose access to the Training Material content?**
 - From the moment students are enrolled into a course they have access to training materials for as long as they’d like.
- **How often is the Training content updated?**
 - The Training Materials per course are updated for every major release. Student’s have access to the most updated training materials for a course they’ve enrolled in, however there is no timestamp informing them when the training materials have been updated last.
- **How long is my Certification Valid?**
 - Each certification is valid for two years after achieving it. Students will receive a notification from the BroadSoft Learning Center one week before the certification expires.

Certification Passing and Failing

- What are the passing requirements of a certification?
 - The overall passing score for a BroadWorks Certification is a 75%.
- What do I do if I fail a certification?
 - If a student fails a certification and wishes to take the exam or course again, they will need to order a seat again. Students have one attempt to take the theoretical test during the testing day of their session.
- I need to miss a day of the session I've enrolled in, what should I do?
 - Please schedule your time so you are available to attend all days of the session you've chosen to attend. If something happens where a day must be missed, speak to your instructor and make sure he is aware. Be sure to study the training materials for the missed day to be best prepared for the certification exam.

BroadSoft Learning Center LMS (<https://training.broadsoft.com>)

- Why can't I see any courses in my profile?
 - If the course catalogue is unavailable or hidden please email learningcenter@broadsoft.com.
- Why can't I enroll in a session on the date I saw in the Training Catalogue?
 - The BroadSoft Learning Center and our Training Catalogue are constantly updated to keep up to date schedules for training. These changes may be delayed when updating the Learning Center Sessions on them.
- How do I apply my enrollment code?
 - When the student has received the desired code or codes for their course they should have a document called "Using Enrollment Codes". If this document was not sent with your enrollment codes, please email learningcenter@broadsoft.com requesting one.

- How long does it take for my BroadSoft Learning Center account to be approved?
 - Account approval generally happens very quickly, but it should not take more than 24 hours.
- What should I do if can't remember my username or password?
 - If you cannot remember your password, try the “reset my Password” link on the sign in page of the BroadSoft Learning Center. If you are unsure of your username, feel free to email learningcenter@broadsoft.com and we'll reset it for you.
- Can I login with my Xchange logins?
 - Yes. However, users new to Xchange may be delayed.

If your question is still unanswered, please feel free to email learningcenter@broadsoft.com for further assistance.