Yealink

Yealink Certified Video Conferencing Expert Program & Training Introduction

Contents

1. Yealink Certified Video Conferencing Expert Program Introduction (Sales/Pre-sales/Engineer)

1) Purpose
This Program is made to increase Distributors and Partners' value through enhancing their business skills for the purpose of effectively managing video conferencing product business, increase sales and promote a successful growth strategy.

2) Scope
1) Applicable Objects: Sales of Yealink VCS Distributors & Partners
2) Valid period: Jan.1, 2018-Jan.1, 2019

3. Definition
Yealink Certified Video Conferencing Sales Expert means a sale person has a further knowledge of video conferencing value, competitive strategy and abilities for providing best solutions for customer according to customer's specific requirements.

4. Process to Obtain a Certified Video Conferencing Expert Certificate
Step 1: Get self-learning materials
Distributor and Partner shall assign Sales to participate in the self-learning course delivered by Yealink. Please click http://support.yealink.com/training/front/index to login and download self-learning materials--**Yealink Certified Video Conferencing Training Package**. Before start the training, you may want to take a look at **Yealink Certified Video Conferencing Expert Training Introduction.**

Please follow below instructions to get training introduction and package,
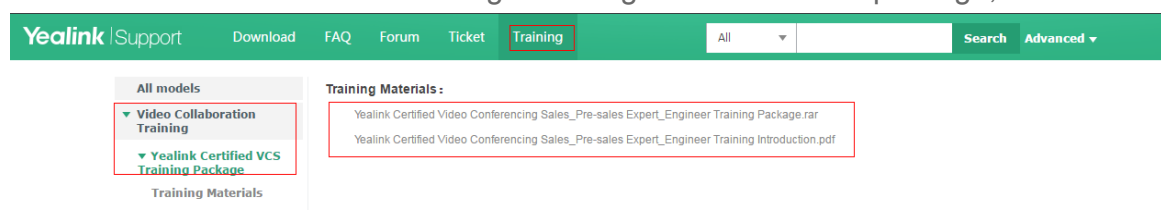
Please note it needs Yealink partner/reseller support account to download the materials. If you don't have account, please click http://support.yealink.com/faq/faqInfo?id=678 to see more information about how to apply for Yealink partner/reseller support account and register your account.

Step 2: Start self-learning course
Below are the requirement, course and test introduction of certified video

conferencing sales expert certificate.

Step 3: Attend the online test

To pass the test, Distributor and Partner sales must attain a score of 80 or more on the online exam conducted by Yealink. Please send test-taker info to Yealink distributors or Yealink corresponding sales/pre-sales/engineer to apply for online test account. Every test account has 3 chances to try and please finish the test within a month (test account is only valid for one month). Pass line is 80/100. You're required to answer about 80 questions in 2 hours. If you pass the test, please remember to download the test result to Yealink corresponding sales for applying for Yealink Certified Video Conferencing Sales Expert Certificate.

Noted:
To have the test accounts for the certified test, please fill the "Yealink VCS Certified Reseller Registration Form" and send below information to Yealink distributor or support@yealink.com or Sales Engineer contact from Yealink if you have.

《Yealink VCS Certified Reseller Registration Form》

| Name	Title	Expert	Email
The name who want to attend the Expert Program	*Job title*	*Sales or Pre-Sales or Engineer*	*Email address*

Step 4: Obtain the Certificate

After pass the test you will be granted a Certified Video Conferencing Expert Certificate by Yealink. It will be valid for two-year. If the employee with the certification leaves the organization or transfers jobs, Distributor or Partner must replace the employee with another and obtain a new certification within 6 months, otherwise Yealink is entitled to cancel special support for the certified Distributor or Partner. Please note that sales being certified shall also participate in all the training and test if Yealink updates the certification materials, otherwise Yealink is entitled to cancel special support for the certified Distributor or Partner. To update the certificate, should pass the new certified test.

Please note that this Yealink Certified Video Conferencing Expert Program is subject to change. Yealink reserves the right, in its sole discretion, to post supplemental program information or modify this document. Yealink will provide notification to distributors and Partners regarding material program or policy changes.

2. Training Package Introduction

This training package includes all learning materials for Yealink Certified Video Conferencing Sales Expert/Pre-sales Expert/Engineer. Before start the learning, please be clear about which certification you want to get and study the corresponding materials.

When you open the folder, you will see the mark (shown as red box below) after each file name.
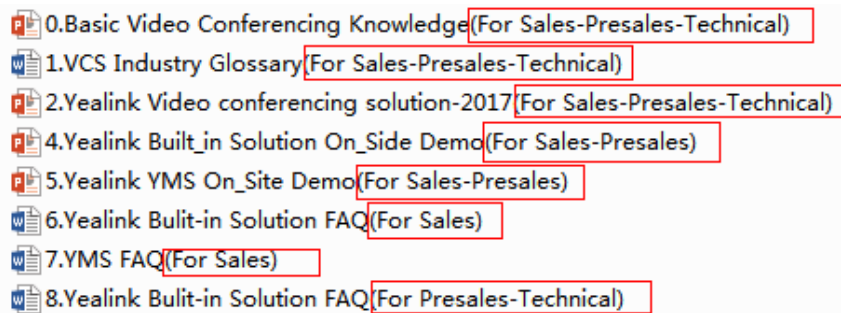
- "For Sales-Presales-Technical" means no matter what certification you want to get, you need to study this material.
- "For Sales-Presales" means Sales and Pre-sales need to study this material.
- "For Sales", "For Presales" or "For technical" means only Sales or Pre-sales or Engineer needs to study this material.

Below is the catalog of training package, and the time you may need for self-learning.

![Yealink]

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No.	Topic	Sales	Pre-Sales	Engineer	Time (Minutes)
0	Basic Video Conferencing Knowledge	√	√	√	30
1	VCS Industry Glossary	√	√	√	60
2	Yealink Video conferencing solution	√	√	√	30
3	Documents	√	√	√	300~500
4	Yealink Built in Solution On Side Demo	√	√		30
5	Yealink YMS On Site Demo	√	√		30
6	Yealink Bulit-in Solution FAQ	√			40
7	YMS FAQ	√			30
8	Yealink Bulit-in Solution FAQ		√	√	60
9.1	Yealink YMS FAQ		√	√	60
9.2	Yealink YMS Training		√	√	60
10	Yealink VCS Meeting Room Integration Solution		√	√	30
11	How to do the troubleshooting			√	30
12	Competition Strategy - Bulit-in Solution	√			30
13	Competition Strategy - MCU solution	√			30
14	Porject New Requirement		√		5
15	Competitive Strategy		√		180
16	[Name of customer]-YMS Checklist			√	5
17	Pre-sale Training Video	Optional	√	Optional	180

And please note that in the **"3.Documents"**, there are also some documents for you to learn. Don't miss them.

- 3.Documents
- 14.Built_in Solution Competition Strategy(For Presales)
- 15.MCU Competitive Strategy(For Presales)

Similarly, each document in the folder also has mark after its file name.

- API_Commands_Introduction_for_Yealink_Video_Conferencing_System_V1.06(For Technical)
- Yealink SIP VP-T49G Datasheet (VCS Version)(For Sales-Presales-Technical)
- Yealink VC Camera Extension Adapter VCA70 Datasheet(For Sales-Presales-Technical)
- Yealink VC Camera Profolio Datasheet(For Sales-Presales-Technical)
- Yealink VC Desktop Datasheet(For Sales-Presales-Technical)

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			Products	Documents	Sales	Pre-Sales	Engineer	Time (Minutes)
Bulit-in Solution	Meeting Room	1st Generation Endpoint	VC110	Datasheet	√	√	√	5
				Quick Start Guide	√	√	√	5
			VC120	Datasheet	√	√	√	5
				Quick Start Guide	√	√	√	5
		1st Generation Accessories	Camera Profolio	Datasheet	√	√	√	5
			Camera Extension Adapter (VCA70)	Datasheet	√	√	√	5
			Dual-camera Box (VCB20)	Datasheet	√	√	√	5
			Microphone	Datasheet	√	√	√	5
		Endpoint	VC500	Datasheet	√	√	√	5
				VC500 Flyer	√	√	√	5
				Quick Start Guide	√	√	√	5
			VC800	Datasheet	√	√	√	5
				VC800 Flyer	√	√	√	5
				Quick Start Guide	√	√	√	5
			VC800 & VC500	Room Deployment	√	√	√	5
				Network Deployment Solution		√	√	15
				User Guide	√	√	√	30
				Administrator Guide		Optional	√	60
		Accessories	CP960	Quick Reference Guide	√	√	√	5
			CPW90	Datasheet	√	√	√	5
				Quick Start Guide	√	√	√	5
			CPE90	Datasheet	√	√	√	5
			VCC22	Datasheet	√	√	√	5
			VCR11 Remote Control	Quick Reference Guide	√	√	√	5
		(VC Cloud Management Service)VCMS		VC Cloud Management Flyer	√	√	√	5
				Administrator Guide		Optional	√	30
	Personal	Endpoint	T49G	Datasheet	√	√	√	5
				Quick Start Guide	√	√	√	5
				User Guide	√	√	√	30
				Extended Display Accessories Quick Installation Guide	√	√	√	5
			T58V	Datasheet	√	√	√	5
			VCD	Datasheet	√	√	√	5
				User Guide(Windows)	Optional	Optional	Optional	30
				User Guide(Mac)	Optional	Optional	Optional	30
				User Guide	√	√	√	30
			VCM	Datasheet	√	√	√	5
				User Guide(Android)	√	√	√	20
				User Guide(iOS)	√	√	√	20
	Advanced Technical Guide			API Commands Introduction for Yealink Video Conferencing System			√	30
				Yealink VC Deployment and User Manual for AMX Control Systems		Optional	√	30
				Yealink VC Deployment and User Manual for Crestron 3-Series Control Systems		Optional	√	30
				Yealink VC Series Video Conferencing System Network Deployment Solution		√	√	30
Yealink Meeting Server (YMS)				Datasheet	√	√	√	5
				YMS Flyer	√	√	√	5
				User Guide	√	√	√	30
				Web App(WebRTC) User Guide	√	√	√	15
				Administrator Guide			√	60
				Installation Guide		√	√	30

Please find the correct one and start to learn.

Note: Please study the materials in order.

WWW.YEALINK.COM

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3. Question Bank Structure Introduction

1) Yealink Certified Video Conferencing Sales Expert

Yealink Certified Video Conferencing Engineer Expert means an engineer has a further knowledge of video conferencing value, competitive strategy and abilities for providing best solutions for customer according to customer's specific requirements.

Level	Module	Ability level description	Requirement of examination
Sales Expert	Demonstration & learn solution	1. Has a further knowledge of Yealink company, product line, VC industry and industry-specific terminologies, basic feature of Yealink VC solution. 2. Has ability to demo Yealink VC total solution, show highlight features and answer questions according to FAQ. 3. has ability to provide basic solution to end user, e.g. embedded MCU solution + VCMS or YMS + endpoints	- Online exam - Pass line:80/100 - 3 chances - 80 questions - Time: 2 hours
	Provide solution	Know the competition with the main brands in the market	
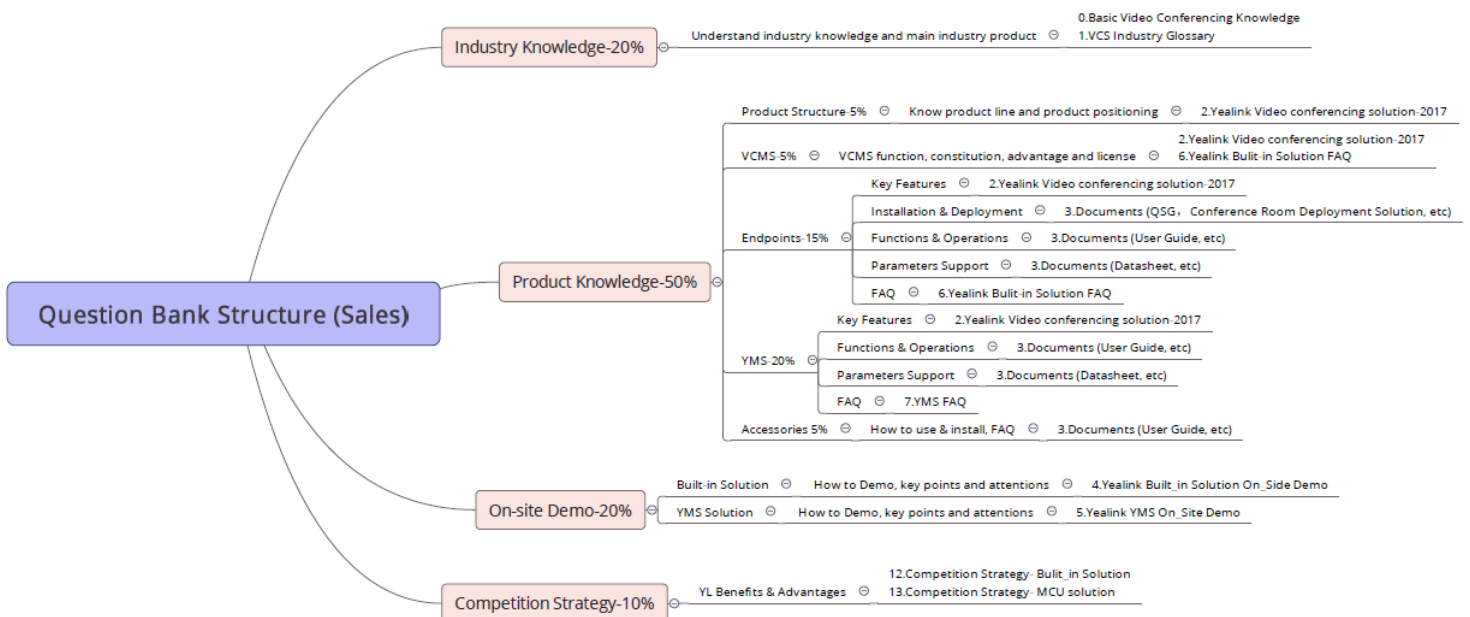
2) Yealink Certified Video Conferencing Pre-Sales Expert

Yealink Certified Video Conferencing Pre-Sales Expert means a pre-sale person has a further knowledge of video conferencing value, competitive strategy and abilities for providing best solutions for customer according to customer's specific requirements.

Level	Module	Ability level description	Requirement of examination
Presale Expert	**Demonstration & learn solution**	1.Has a further knowledge of Yealink company, product line, VC industry and industry-specific terminologies, main feature of Yealink VC solution. 2. Has ability to demo Yealink VC total solution and deploy the solution, show highlight features and answer questions according to FAQ.	- Online exam - Pass line:80/100 - 3 chances - 80 questions - Time: 2 hours
	Provide solution and requirement communication	1. Be familiar with the competition with the main brands in the market 2. Collect and lead the requirements and pain points of projects, provide or suggest the solution in the project.	
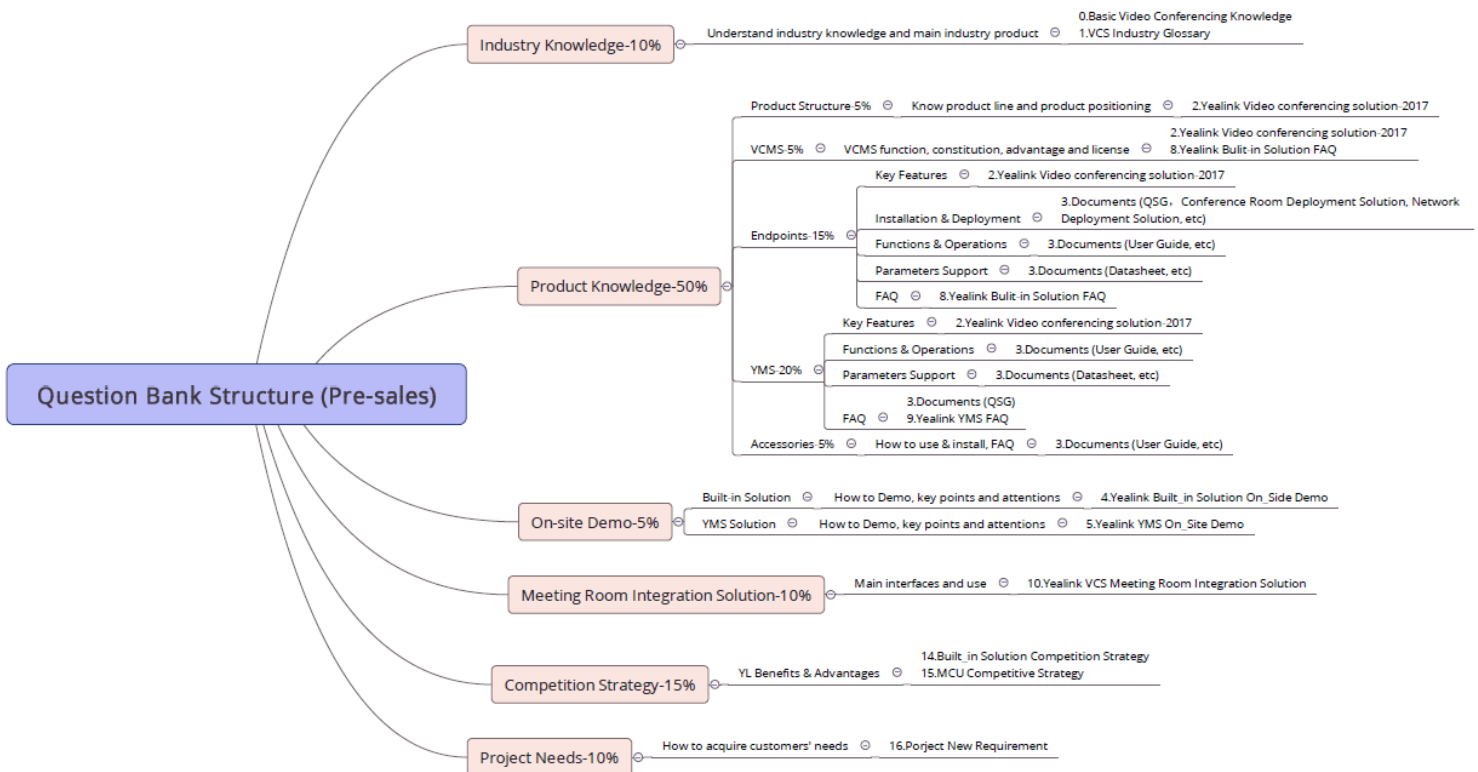
3) Yealink Certified Video Conferencing Engineer Expert

Yealink Certified Video Conferencing Engineer Expert means an engineer has a further knowledge of video conferencing value, competitive strategy and abilities for providing best solutions for customer according to customer's specific requirements.
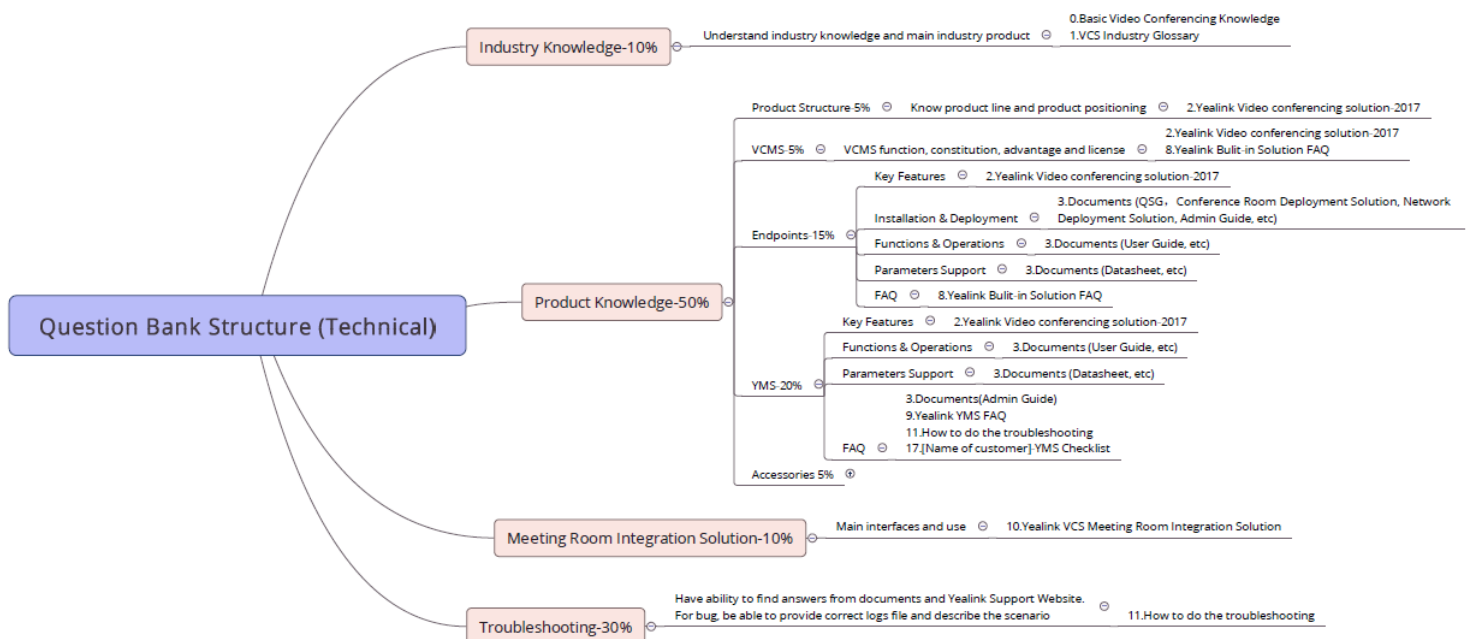
Level	Module	Ability level description	Requirement of examination
Engineer Expert	Deal with issue	1. Can try to find answers from Yealink support website (support.yealink.com) if the issue is in the support website, including FAQ and all Yealink documents. This part includes the frequent issues during the demo or deployment, like black screen, no audio, no presentation, high packet loss and issues related to environment. 2. If the issue seems like a bug and can't find answer, you should be able to get the correct logs file and describe the scenario then submit it to Yealink	- Online exam - Pass line:80/100 - 3 chances - 80 questions - Time: 2 hours
	Project support	1. Support the POC in the real project, can help the end user to finish all tests. 2. Can understand the end user's environment and normal scenarios, then deploy the whole solution.	

Question Bank Structure (Technical)

- Industry Knowledge-10% — Understand industry knowledge and main industry product ⊖ 0.Basic Video Conferencing Knowledge / 1.VCS Industry Glossary

- Product Knowledge-50%
  - Product Structure-5% — Know product line and product positioning ⊖ 2.Yealink Video conferencing solution-2017
  - VCMS-5% ⊖ VCMS function, constitution, advantage and license — 2.Yealink Video conferencing solution-2017 / 8.Yealink Bulit-in Solution FAQ
  - Endpoints-15%
    - Key Features ⊖ 2.Yealink Video conferencing solution-2017
    - Installation & Deployment ⊖ 3.Documents (QSG，Conference Room Deployment Solution, Network Deployment Solution, Admin Guide, etc)
    - Functions & Operations ⊖ 3.Documents (User Guide, etc)
    - Parameters Support ⊖ 3.Documents (Datasheet, etc)
    - FAQ ⊖ 8.Yealink Bulit-in Solution FAQ
  - YMS-20%
    - Key Features ⊖ 2.Yealink Video conferencing solution-2017
    - Functions & Operations ⊖ 3.Documents (User Guide, etc)
    - Parameters Support ⊖ 3.Documents (Datasheet, etc)
    - FAQ ⊖ 3.Documents(Admin Guide) / 9.Yealink YMS FAQ / 11.How to do the troubleshooting / 17.[Name of customer]-YMS Checklist
  - Accessories 5% ⊕

- Meeting Room Integration Solution-10% — Main interfaces and use ⊖ 10.Yealink VCS Meeting Room Integration Solution

- Troubleshooting-30% — Have ability to find answers from documents and Yealink Support Website. For bug, be able to provide correct logs file and describe the scenario ⊖ 11.How to do the troubleshooting

Yealink Network Technology Co., Ltd.