The ShoreTel Accreditation Program is designed to ensure individuals have the knowledge and skills to successfully sell, design, implement and support the ShoreTel solution. While this document lists ShoreTel certifications for all roles, it is focused on defining the foundational skills and training required for the Implementation and Support Certifications. The Sell and Design Certifications are fully documented in the ShoreTel Accreditation Program: Sell and Design document.

**Sales Certifications**
- ShoreTel Certified Sales Specialist (SCSS)
- ShoreTel Certified Enterprise Sales Specialist (SCESS)

**Design Certifications**
- ShoreTel Certified Solution Architect (SCSA)
- ShoreTel Certified Enterprise Solution Architect (SCESA)

**Implementation Certifications**
- ShoreTel Certified Implementation Specialist (SCIS)
- ShoreTel Certified Enterprise Implementation Specialist (SCEIS)

**Support Certifications**
- ShoreTel Certified Support Engineer (SCSE)
- ShoreTel Certified Enterprise Support Engineer (SCESE)
- ShoreTel Certified Support Master (SCSM)
- ShoreTel Certified Enterprise Support Master (SCESM)
All ShoreTel certifications build on defined foundational, professional and industry skills with ShoreTel-specific product training in each of the four key roles. The Enterprise designation is added to all certifications in recognition of those individuals who build skills breadth across the ShoreTel solution, including Unified Communications, Mobility, Enterprise Contact Center, and ShoreTel Sky.

All courses require successful completion of online certification exams. The number of questions and duration of exams vary by course. All exams are timed and are open book, open note. Candidates are urged to review the student materials and other supporting materials referenced in the course prior to attempting the exam. All exams require a minimum passing score of 80% and allow up to three attempts. By taking and submitting your exam, you are acknowledging that you are the candidate taking the exam and that there is no assistance being provided by others during the exam. If you are unable to pass the exam after three attempts, you will be required to repeat the training.

ShoreTel University offers the student materials via a self-study program. The self-study program is intended for experienced ShoreTel technicians with substantial prior hands-on experience relating to implementation or Level 1/Level 2 customer support. Learners may purchase the self-study course, review the materials, and complete the certification exam to attain their certifications. The self-study courses are fee-based and the cost may not be applied to the instructor-led course at a later time. Learners taking the self-study course are limited to three attempts at the certification exam and if unsuccessful would need to purchase and attend the instructor-led version of the course.

All certifications are valid for two years from the date when an individual passes the certification exam. Re-certification will involve taking an update course and exam or re-taking the most current course and exam if an update course has not been made available.

**Foundational skills for implementation and support roles**

There are foundational/professional skills necessary to perform implementation and support roles successfully. These skills include:

- Strong verbal and written communication skills
- Strong technical skills including technical problem solving and troubleshooting methodologies
- General knowledge of computing and IT infrastructure
- Working knowledge of PC tools such as Windows command line, network settings configuration and remote desktop connection tools
- Basic telephony knowledge (as provided by SC-101 Telephony Basics)
- Functional skill and experience in configuring Microsoft Windows server roles and features
- Working knowledge of virtual machine technologies
- Wireless LAN vendor or industry certification (for Mobility Certifications only)
- For ShoreTel Sky Certifications:
  - Skill in creating and managing physical and virtual networks
  - Skill in programming data switches and firewalls and integrating 3rd party routers into existing networks
  - Skill in modifying/extending internal network wiring

**Certified Support Engineers are expected to have all of the above skills, plus:**

- Network implementation expertise or certifications equivalent to Cisco CCNA
• Session Initiation Protocol expertise or certification equivalent to The SIP School’s SSCA: [http://www.thesipschool.com/courses/view](http://www.thesipschool.com/courses/view)

• Wireless certification (Mobility only) such as CWNP’s CWTS: [http://www.cwnp.com/](http://www.cwnp.com/)

Following is a definition of the roles, certifications and course requirements for each certification.

**ShoreTel Certified Implementation Specialist (SCIS)**

The SCIS verifies a candidate’s ability to implement the ShoreTel product. The candidate is expected to understand the product architecture, installation, configuration, backup, restore and upgrade processes. The implementation specialist is expected to execute all aspects of the implementation process or work as part of a project team achieving the same result.

There are four individual SCIS certifications available, each requires completion of the following courses and certification exams:

1. **ShoreTel Certified Implementation Specialist—Unified Communications**
   - Course
   - 3200 Designing and Implementing the ShoreTel Unified Communications Solution
   - Instructor-Led
   - [View](#)

2. **ShoreTel Certified Implementation Specialist—ShoreTel Sky**
   - Course
   - 3300 Installing ShoreTel Sky
   - Instructor-Led
   - [View](#)

3. **ShoreTel Certified Implementation Specialist—Enterprise Contact Center**
   - Course
   - 3400 Implementing the ShoreTel Contact Center
   - Instructor-Led
   - [View](#)

4. **ShoreTel Certified Implementation Specialist—Mobility**
   - Course
   - 3500 Implementing the ShoreTel Mobility Solution
   - Instructor-Led
   - [View](#)

**ShoreTel Certified Enterprise Implementation Specialist (SCEIS)**

The SCEIS verifies a candidate’s ability to implement across the complete ShoreTel solution portfolio. The candidate is expected to understand the product architecture, installation, configuration, backup, restore and upgrade processes. The Enterprise Implementation Specialist is expected to execute all aspects of the implementation process for the complete ShoreTel solution portfolio.

Course requirements include all courses for SCIS—Unified Communications, SCIS—Enterprise Contact Center and SCIS—Mobility.

- 3200 Designing and Implementing the ShoreTel Unified Communications Solution
- 3300 Installing ShoreTel Sky
- 3400 Implementing the ShoreTel Contact Center
- 3500 Implementing the ShoreTel Mobility Solution
Support Engineer Certifications

The ShoreTel Certified Support Engineer role includes the following tasks:

- Focus on rapid identification and resolution of customer issues
- Provide Level 1 and Level 2 support for your customers. The Partner Support Program Guide located on the ShoreTel partner portal provides a complete definition of the support levels
- Answer questions and perform initial triage on problem reports
- Document each customer interaction while providing timely and effective resolution to support requests
- Provide technical assistance for hardware, software or applications
- Properly escalate support requests to ShoreTel Technical Assistance Center (TAC) as required after completing all partner-level support activities

ShoreTel Certified Support Engineer (SCSE)

The SCSE verifies a candidate’s ability to provide Level 1 and Level 2 customer support. There are three individual SCSE certifications available; each requires completion of the following courses and certification exams:

1. ShoreTel Certified Support Engineer—Unified Communications
   
   Course | Instructor-Led
   ---|---
   3200 Designing and Implementing the ShoreTel Unified Communications Solution | View
   3210 Maintaining and Supporting the ShoreTel Unified Communications Solution | View

2. ShoreTel Certified Support Engineer—Enterprise Contact Center
   
   Course | Instructor-Led
   ---|---
   3400 Implementing the ShoreTel Contact Center | View
   3406 Using and Designing ShoreTel Contact Center Reports | View
   3410 Maintaining and Supporting ShoreTel Contact Center | View

3. ShoreTel Certified Support Engineer—Mobility
   
   Course | Instructor-Led
   ---|---
   3500 Implementing the ShoreTel Mobility Solution | View
   3510 Maintaining and Supporting the ShoreTel Mobility Solution | View
ShoreTel Certified Enterprise Support Engineer (SCESE)

The SCESE verifies a candidate's ability to provide Level 1 and Level 2 support across the complete ShoreTel solution portfolio. The SCESE certification signifies a breadth and depth of skill attained by only a select group of highly skilled support engineers.

Course requirements include all courses for SCSE—Unified Communications, SCSE—Enterprise Contact Center and SCSE—Mobility.

<table>
<thead>
<tr>
<th>Course</th>
<th>Instructors-Led</th>
</tr>
</thead>
<tbody>
<tr>
<td>3200 Designing and Implementing the ShoreTel Unified Communications Solution</td>
<td><a href="#">View</a></td>
</tr>
<tr>
<td>3210 Maintaining and Supporting the ShoreTel Unified Communications Solution</td>
<td><a href="#">View</a></td>
</tr>
<tr>
<td>3400 Implementing the ShoreTel Contact Center</td>
<td><a href="#">View</a></td>
</tr>
<tr>
<td>3406 Using and Designing ShoreTel Contact Center Reports</td>
<td><a href="#">View</a></td>
</tr>
<tr>
<td>3410 Maintaining and Supporting ShoreTel Contact Center</td>
<td><a href="#">View</a></td>
</tr>
<tr>
<td>3500 Implementing the ShoreTel Mobility Solution</td>
<td><a href="#">View</a></td>
</tr>
<tr>
<td>3510 Maintaining and Supporting the ShoreTel Mobility Solution</td>
<td><a href="#">View</a></td>
</tr>
</tbody>
</table>

ShoreTel Certified Support Master (SCSM)

The SCSM verifies a candidate's ability to provide advanced Level 2 support. This certification involves a written exam as well as a practical certification exam focused on assessing the candidate’s ability to troubleshoot and resolve complex problems. This certification signifies an unsurpassed depth of skill and provides a skill level equivalent to ShoreTel support engineers also focused on providing advanced Level 2 support.

This certification is currently only offered for Unified Communications.

<table>
<thead>
<tr>
<th>Course</th>
<th>Instructors-Led</th>
</tr>
</thead>
<tbody>
<tr>
<td>3200 Designing and Implementing the ShoreTel Unified Communications Solution</td>
<td><a href="#">View</a></td>
</tr>
<tr>
<td>3210 Maintaining and Supporting the ShoreTel Unified Communications Solution</td>
<td><a href="#">View</a></td>
</tr>
<tr>
<td>3220 Advanced Support for the ShoreTel Unified Communications Solution</td>
<td><a href="#">View</a></td>
</tr>
</tbody>
</table>

ShoreTel Certified Enterprise Support Master (SCESM)

This is a future certification planned as deeper support skills are required for other ShoreTel Solution areas (such as ECC or Mobility) such that a support engineer can build master level support certifications across the full ShoreTel solution. Training is expected to be developed as business needs mandate.
## Summary

Below is a summary of the training courses for each Implement and Support Certification.

<table>
<thead>
<tr>
<th>Course</th>
<th>SCIS UC</th>
<th>SCIS ECC</th>
<th>SCIS Mob</th>
<th>SCIS Sky</th>
<th>SCEIS UC</th>
<th>SCEIS ECC</th>
<th>SCEIS Mob</th>
<th>SCESE UC</th>
<th>SCESE ECC</th>
<th>SCESE Mob</th>
<th>SCESE UC</th>
<th>SCSM UC</th>
</tr>
</thead>
<tbody>
<tr>
<td>3200 Designing and Implementing the ShoreTel Unified Communications Solution</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3210 Maintaining and Supporting the ShoreTel Unified Communications Solution</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3220 Advanced Support for the ShoreTel Unified Communications Solution</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3300 Installing ShoreTel Sky</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3400 Implementing the ShoreTel Contact Center</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3406 Using and Designing ShoreTel Contact Center Reports</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3410 Maintaining and Supporting ShoreTel Contact Center</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3500 Implementing the ShoreTel Mobility Solution</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3510 Maintaining and Supporting the ShoreTel Mobility Solution</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Denotes required course

---

### About ShoreTel

ShoreTel is a provider of business communication solutions whose brilliantly simple unified communications platforms, applications and mobile UC solutions promise a new rhythm of workforce engagement and collaboration. With costly complexity eliminated by design from its award winning, all-in-one IP phone system, UC and contact center solution, and its industry leading hosted business phone system, workers enjoy a freedom and self-reliance that other providers can’t match. Users have full control to engage and collaborate, no matter the time, place or device, for the lowest cost and demand on IT resources in the industry. ShoreTel is headquartered in Sunnyvale, California, and has regional offices and partners worldwide. For more information, visit shoretel.com or shoretelsky.com