

CHANNEL PARTNER

# OfficeSuite UC<sup>®</sup> Certification

**WINDSTREAM  
ENTERPRISE**
**Solution Partner**  
OfficeSuite UC<sup>®</sup>

## Why get certified?

Full certification provides you with in-depth knowledge of the OfficeSuite UC solution. This will open additional revenue opportunities as you become an expert on feature functionality and overall solution capabilities. You will actively engage in improving the customer experience by taking direct control of key aspects of the solution delivery process.

### Certification Training

The OfficeSuite UC Certification program is delivered over a one-week period, followed by testing. You will need to attend all sessions and successfully demonstrate your knowledge at the end of the training.

#### Product Fundamentals

In this session, you will learn the fundamentals of Windstream Enterprise's unified communications platform and how it benefits customers, as well as drives more business. The curriculum includes:

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Product components, phones and hardware options

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Customer and partner portal capabilities

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How to quote and submit orders

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How to conduct a great demo

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Where to find resources

You will be able to demo, quote, place orders and manage customers independently with the online tools and training provided.

#### Installation Training

In this session, you will learn how to perform OfficeSuite UC installations on behalf of your customers, delivering a better customer experience through a more consultative approach. Once complete, you will be able to assist customers with the "self-installation" process or perform them on the customer's behalf.

# Training schedule

The OfficeSuite UC Certification training will be instructor-led via the OfficeSuite HD Meeting® (web, video and audio conference) platform. Should this course not fit your schedule, additional training dates will be established.

Monday <b>August 12</b> 11:00 AM - 1:00 PM ET	Tuesday <b>August 13</b> 11:00 AM - 1:00 PM ET	Wednesday <b>August 14</b> 11:00 AM - 1:00 PM ET	Thursday <b>August 15</b> 11:00 AM - 1:00 PM ET	Friday <b>August 16</b> 11:00 AM - 1:00 PM ET
<ul style="list-style-type: none"> <li>+ Overview of product and roadmap preview</li> <li>+ MyOfficeSuite portal for customers</li> </ul>	<ul style="list-style-type: none"> <li>+ Phone models and how they work</li> <li>+ Pricing and promotions for phones</li> </ul>	<ul style="list-style-type: none"> <li>+ MyOfficeSuite scripted demo</li> <li>+ MyOfficeSuite partner portal</li> <li>+ Quoting and ordering</li> <li>+ Managing existing customers</li> <li>+ OfficeSuite UC readiness tool</li> </ul>	<ul style="list-style-type: none"> <li>+ Resources and support</li> <li>+ OfficeSuite UC installation</li> <li>+ Best practices</li> <li>+ Real insights from field technicians who perform the installs</li> </ul>	<ul style="list-style-type: none"> <li>+ Contact Center as a Service (CCaaS) review</li> <li>+ Open forum</li> <li>+ Certification testing: 1:1 discussion of what you learned and feedback from trainers</li> </ul>



**Upon successful completion of each training module,** you will be provided with a certificate and a badge that can be displayed in an email signature or other forms of communication.

## How do I enroll?

Contact your Channel Manager or ACC representative for availability and enrollment. Once enrolled, you will receive an email with additional information.

[windstreamenterprise.com/channel-partners](http://windstreamenterprise.com/channel-partners)