

SOLUTION PARTNER

OfficeSuite UC[®] Certification

WINDSTREAM
ENTERPRISE

Solution Partner
OfficeSuite UC[®]

Why get certified?

Full certification provides partners with in-depth knowledge of the OfficeSuite UC solution. This will open additional revenue opportunities as partners become experts on feature functionality and overall solution capabilities. Partners will actively engage in improving the customer experience by taking direct control of key aspects of the solution delivery process and lastly, once completed partners will be able to perform customer installations, also directly contributing to a positive customer experience.

Certification Training

The OfficeSuite UC certification program is delivered over a one week training program in two parts followed by testing. Partners will need to attend all sessions and successfully demonstrate their knowledge once complete at the end of the week.

Product Fundamentals

In this section you will learn the product fundamentals of Windstream's flagship Unified Communication platform and how it can benefit your customers as well as drive more business. The training curriculum includes:

Product components, phones and hardware options

Customer and partner portal capabilities

How to conduct a great demo

How to quote and submit orders

Where to find resources

At the end of this module partners will be able to demo, quote, place orders and manage customers independently with the online tools and training provided.

Installation Training

This section will train you on how to perform installations on behalf of your customer to drive a better customer experience through a more consultative approach.

At the end of this module partners can expect to install OfficeSuite UC solutions in conjunction with the Windstream Enterprise service delivery team.

Training schedule

The next **OfficeSuite UC Product Certification** will be offered over a five-day session, beginning Monday, January 11 through Friday, January 15, 2021, from 11AM to 1PM ET. At the close of each day, all materials and recordings will be posted for review by attendees only.

Trainings will be instructor lead via our OfficeSuite HD Meeting® (web, audio and video conferencing) platform.

Monday January 11	Tuesday January 12	Wednesday January 13	Thursday January 14	Friday January 15
<ul style="list-style-type: none">+ Overview of product and customer messaging+ WE Connect Portal demo	<ul style="list-style-type: none">+ IP Phone models and how they work+ Pricing and promotions for phones+ OfficeSuite UC readiness tool	<ul style="list-style-type: none">+ WE Connect scripted demo+ Partner portal<ul style="list-style-type: none">– View accounts– Managing customers+ OfficeSuite HD Meeting	<ul style="list-style-type: none">+ Applications and integrations+ Softphone+ OfficeSuite UC installation+ Best practices+ Real insights from field technicians who perform the installs	<ul style="list-style-type: none">+ Contact Center as a Service (CCaaS)+ Open forum+ Certification testing



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

How do I enroll?

Click on the link below. After registering, you will receive a confirmation email containing information about joining the meeting.

[Register now →](#)

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