



Curriculum Abstract

ShoreTel Solutions Architect - (SSA)

Product Release

- *Version 1*

Delivery Method

- *Instructor Led*
- *Instructor Led Online*
- *Self-Paced Online*

Target Audience

- *ShoreTel Partner Pre-sales, Field Sales, Inside Sales, Sales Engineers*

Certification Path

- *Completing this curriculum is required for becoming a certified ShoreTel Solutions Architect (SSA).*

Curriculum Overview

This Academy is designed for **Partners selling ShoreTel Connect Cloud, Onsite and Hybrid solutions.**

The ShoreTel Solutions Architect Academy covers addressing issues and expectations of customers when designing and delivering quality solution proposals. You will learn to uncover design considerations and explain implementation best practices. Creating a Bill of Materials and a Scope of Work are also explored. You will learn how solutions and components work together as a single image when creating a good architecture design.

Curriculum Content

The following modules in this academy are required for certification:

- Fundamentals and Architecture
- Basic Phone and Connect Client
- Cloud Products
- Onsite Products
- ShoreTel Advanced Architecture
- Connectivity
- ShoreTel Support
- Advanced Applications
- Innovation Networks
- Onsite Design
- Demo Principles

NOTE: To meet the Champion Partner Program Contact Center requirements for the ShoreTel Enterprise Solutions Architect (SESA) Certification the following is required:

- Selling ShoreTel Connect Contact Center
- ShoreTel Connect Contact Center Design
- Connect Contact Center Admin
- Connect Contact Center Reports
- Connect Contact Center GCCS
- Connect Contact Center Demo
- Connect Contact Center Supervisor
- Connect Contact Center Agent