

Technical Training and Certification Requirements



Recording Insights Trainings



Recording Insights Partner Enabling Training

- The remote leader-led Recording Insights Partner Enabling training course teaches partners how to successfully onboard customers on Recording Insights, configure the customer tenant and to act as a system administrator for own customers.

Recording Insights Partner Training incl. Tenant Admin Layer

- The remote leader-led Recording Insights Partner Enabling training course teaches partners how to successfully onboard customers on Recording Insights, create and configure the customer tenant, and to act as a system administrator for own customers.

Recording Insights Trainings



- Policy Engine Workshop
 - In this workshop, customers are shown how to make most use out of Recording Insights AI. This will be done using pre-defined use cases covering typical market requirements.
- Recording Insights Onboarding & Administration
 - During this session, a customer is onboarded to Recording insights, and receives a basic introduction to the features of the service.

Recording Insights Technical Training and Certification Requirements



For	RI trainings & certifications	Pre-requisite to perform the following tasks						
		Onboarding	Admin & Config	Call Desk	Level 1 Support	AI Admin & Config	QM Admin & Config	Tenant Admin Layer Config
Sales Partners	None							
End Customers	79541090 Recording Insights - Onboarding & Administration		x	x	x			
	79541114 Policy Engine Workshop					x	x	
Technical Partners	79541095 Recording Insights - Partner Enabling Training	x	x	x	x	x	x	
	79541089 Recording Insights Partner Training incl. Tenant Admin Layer	x	x	x	x	x	x	x

- **NeoIC: Installation & Configuration / MIR I&C**
 - The hybrid Neo Installation & Configuration course provides hands-on training that teaches students how to successfully install this application
- **NeoRecording Admin & Use**
 - This online self-study course is designed for users who perform call recording tasks & administrators that are responsible for the configuration of their Neo Call Recording application
- **NeoERT: Enhanced Recording Training**
 - The remote leader-led Neo Enhanced Recording Training provides hands-on training that teaches students how to successfully install high availability configurations. Also in-depth system analysis and troubleshooting are covered in this course.

Neo Trainings



- NeoCSSP
 - This remote leader-led course enables Service providers to configure, administrate & troubleshoot Neo platforms.
- NeoCloud
 - The remote leader-led Neo Cloud Recording course provides hands-on training that teaches participants how to successfully adjust the recording configuration to individual requirements, manage users and leverage search and replay.
- Recording Insights AI Configuration & Use with Neo
 - The remote leader-led Recording Insights AI Configuration & Use with Neo course teaches partners and end-users how to successfully configure the data transfer from Neo to Recording Insights AI, and to set up policies in the AI engine

Neo On-Premise Systems Technical Training and Certification Requirements



For	Neo trainings & certifications	Neo On-Premise Systems trainings & certifications						Architectures
		Installation	Operation	Admin & Config	Call Desk	Level 1 Support	Level 2 Support	
Sales Partners	None							None
End Customers	None		x		x			All
	79982054 NeoRecording Admin & Use (Online self-study)		x	x	x			All
Technical Partners, End Customer	79982077 NeoIC: Installation & Configuration (Online self-study) / Mitel: MIR I&C	x	x	x	x	x	x	Only on Neo standard architectures with single core and non redundant DB
	79982063 NeoERT: Enhanced Recording & Troubleshooting (Pre-requisite: Neo IC / MIR I&C)	x	x	x	x	x	x	All

Neo CSSP Technical Training and Certification Requirements



For	Neo trainings & certifications	Neo CSSP trainings & certifications						Architectures
		Installation	Operation	Admin & Config	Call Desk	Level 1 Support	Level 2 Support	
Sales Partners	None							None
End Customers	None		x		x			
	79982054 NeoRecording Admin & Use (Online self-study) Mitel: MIR I&C		x	x	x			All
Service Provider Partners	79982060 NeoCSSP	x	x	x	x	x	x	All

Neo Cloud/ Neo with RI AI Technical Training and Certification Requirements



For	Neo trainings & certifications	Neo Cloud trainings & certifications			
		Onboarding	Admin & Config	Call Desk	Level 1 Support
Sales Partners	None				
Technical Partners, End Customers	79982059 NeoCLOUD (Recording only) / 79982062 NeoCLOUD (Recording & QM)	x	x	x	x

For	Neo trainings & certifications	Neo with RI AI trainings & certifications					
		Neo – RI Interconnect	Admin & Config	Call Desk	Level 1 Support	AI Admin & Config	QM Admin & Config
System Integration Partners	79541098 Recording Insights AI Configuration & Use with Neo (Pre-Requisite: Neo IC / MIR I&C)	x	x	x	x	x	x

Neo

Standard vs. Advanced Configurations

- Standard Configurations
 - All-in one Basic
 - All-in-one Failover
- Advanced Configurations
 - Multi-Server
 - Multi-Site
 - Multi-Core
 - API Integrations
 - Redundant PostgreSQL