

# 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
<b>Sales Partners</b>	None							
<b>End Customers</b>	79541090 Recording Insights - Onboarding & Administration		X	X	X			
	79541114 Policy Engine Workshop					X	X	
<b>Technical Partners</b>	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

# Neo Trainings



- **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	
<b>Sales Partners</b>	None							None
<b>End Customers</b>	None		x		x			All
	79982054 NeoRecording Admin & Use (Online self-study)		x	x	x			All
<b>Technical Partners, End Customer</b>	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	
<b>Sales Partners</b>	None							None
<b>End Customers</b>	None		x		x			
	79982054 NeoRecording Admin & Use (Online self-study) Mitel: MIR I&C		x	x	x			All
<b>Service Provider Partners</b>	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
<b>Sales Partners</b>	None				
<b>Technical Partners, End Customers</b>	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
<b>System Integration Partners</b>	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