Updated Online ITP Course, ITP Prerequisite Test, and Simplified Certification Path

UPDATED OFFICESERV™ ITP & SOFTPHONE COURSE

The Samsung Training Certification Department would like to inform all Samsung Dealers and Distributors that there is an **Updated Online ITP & Softphone Course** (Course # 3030-02-OL) available.

This Online ITP Course has been completely redesigned, with real-life scenarios and simulations. You will learn how to configure, program, and install MGI cards, ITP phones and the OfficeServ Softphone.

Samsung Telecommunications America
Business Communication Systems
1000 Klein Road, #200
Plano, TX 75074
Phone: 972-801-6105; Fax: 972-801-6195
Email: BCS.Training@Samsung.com

800-876-4782   **www.samsung.com/bcs**

Updated Online ITP Course, Prerequisite Test and Simplified Certification Path

If you are **already certified** on the OfficeServ ITP you can refresh your knowledge by retaking this course. Please contact the Samsung Training Department and we will assign it to you at no cost (*this applies only to the technicians who already hold ITP certification*). The test of this refresher course can be used for you to measure your knowledge and it will not affect your certification.

OFFICESERV ITP & SOFTPHONE CERTIFICATION

The OfficeServ ITP and Softphone Certification test now requires a minimum score of **80%** (our other courses required 75%). Remember to always complete all course modules in sequence, mark them as complete at the end of each module, and take the test to obtain certification.

PREREQUISITE TEST

A new ITP prerequisite test is also available. This test is required before you can take the ITP course. A passing grade of **80%** is required.

The steps to register for prerequisite tests are as follows:

1. Login into the Learning Management System (https://learn.samsungtelecom.com)
2. Click on the **Register** icon from the **Assigned Training** list.
3. Click on **Register Myself** link.
4. Click on the **Registration** button.
5. Click on the **Finish** button. Note: Please be patient as this process may take a couple of minutes.
6. **The prerequisite test now shows in your Current Training**.
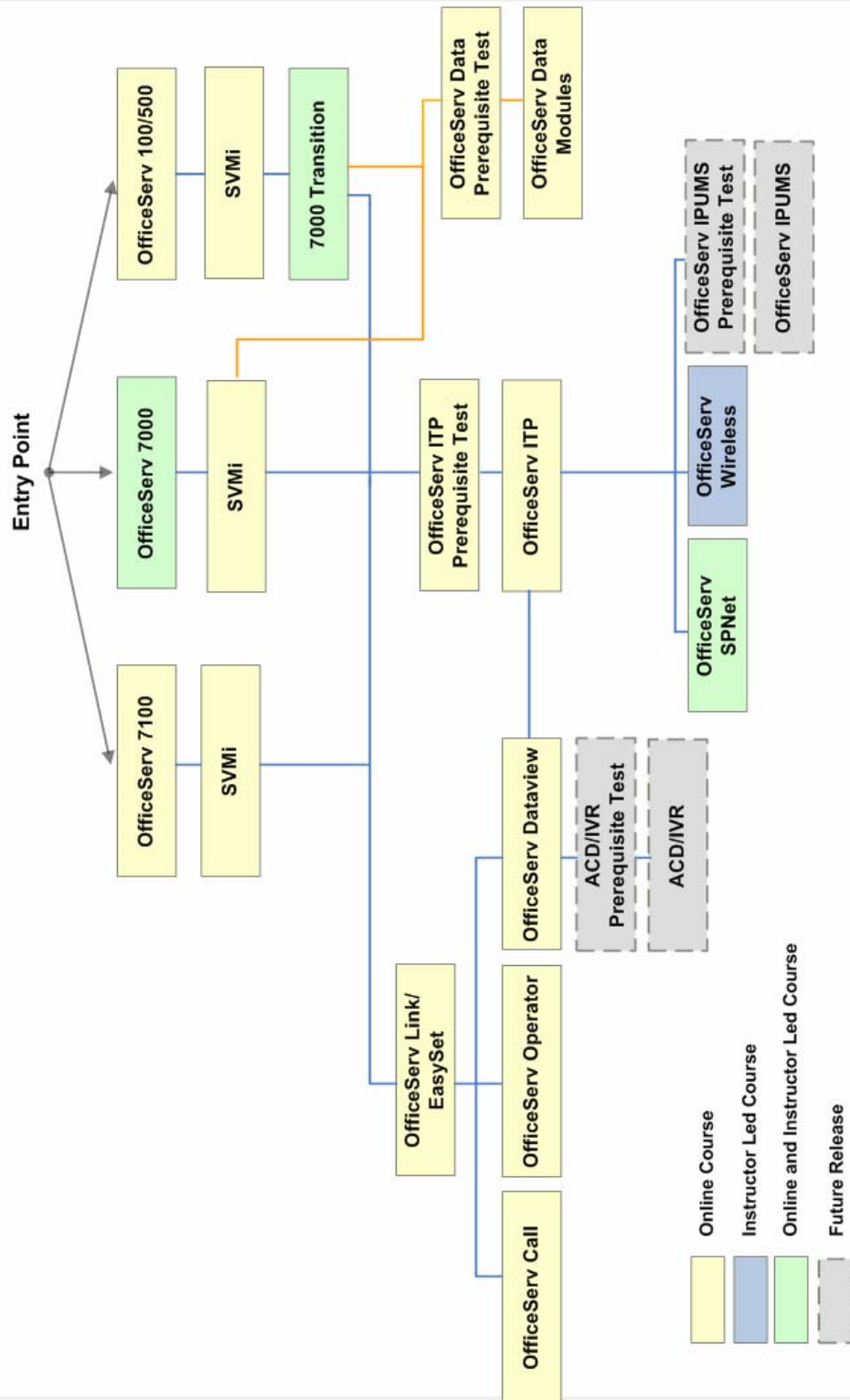7. Click on the **Launch** button to start.

CERTIFICATION PATH

We have **simplified the certification path** diagram (see next page). It now shows the entry points, which are the three OfficeServ system courses available, the course prerequisites and the sequence in which the courses should be taken. Please note that some courses are available online, instructor led or both.

If you have any questions regarding this notice, please contact your Regional Sales Manager or BCS Training Department at 972-801-6105.

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Samsung Technical Certification Path

Entry Point

OfficeServ 100/500 → **SVMi** → **7000 Transition**

OfficeServ 7000 → **SVMi**

OfficeServ 7100 → **SVMi**

OfficeServ Data Prerequisite Test → **OfficeServ Data Modules**

OfficeServ ITP Prerequisite Test → **OfficeServ ITP**

OfficeServ IPUMS Prerequisite Test → **OfficeServ IPUMS**

OfficeServ Wireless

OfficeServ SPNet

OfficeServ Dataview

ACD/IVR Prerequisite Test → **ACD/IVR**

OfficeServ Link/ EasySet

OfficeServ Operator

OfficeServ Call

Online Course
Instructor Led Course
Online and Instructor Led Course
Future Release