



POLY VOICE FUNDAMENTALS EXAM BLUEPRINT

VOCFND-EX

OBJECTIVES

This exam is designed to help verify the knowledge of support teams, administrators and solution designers who will be deploying and supporting Poly Voice products as part of a customer Unified Communication solution.

The VOCFND-EX exam is a required component of the Poly Voice Specialist (VOICE-SPC) certification.

EXAM OVERVIEW

The Poly Voice Fundamentals Exam (VOCFND-EX) is one of the components of the **Poly Expert Program**, and is designed to help verify that the successful candidate has basic Poly Voice product knowledge and an understanding of the environments these products fit into, as well as an understanding of the key features and productivity benefits provided by Poly Voice solutions.

TARGET AUDIENCE

This exam is appropriate for any person who is working with Poly Voice devices, including system administrators, solution designers, helpdesk support personnel and consultants responsible for designing, deploying and supporting Poly Voice solutions.

This is a Fundamental Level exam, and it is assumed that the test taker already has a basic awareness of Poly Voice solutions.

ASSOCIATED CERTIFICATIONS

The Poly Voice Fundamentals Exam (VOCFND-EX) is one of the required elements of the following certification path:

- **Poly Voice Specialist (VOICE-SPC)**

RECOMMENDED STUDY

Before approaching this exam, we recommend the following learning:

- UC Theory Fundamentals (UCTFND) Course
- Poly Voice Fundamentals (VOCFND) Course

MANDATORY PREQUISTES

This assessment is open to all learners and there are no mandatory requirements for taking this test.

POLY VOICE FUNDAMENTALS EXAM (VOCFND-EX)

FORMAT FOR THE EXAM

This exam is presented as an online multiple-choice assessment.

The assessment contains a total of **40** questions, and you will have **60** minutes to complete the examination.

A score of **70%** or higher is required to pass the exam.

Exam Duration: 60 minutes

Questions Presented: 40 questions

Pass Grade: 70% / 28 questions
You must correctly answer 28 questions or more to achieve a pass mark for this exam



GENERAL TOPIC AREAS

The VOCFND-EX assessment is based on the content of the Poly Voice Fundamentals (VOCFND) online training program which covers the following topic areas:

INTRO INTO UNIFIED COMMUNICATIONS

- Unified Communications
- Partner ecosystems
- Hosted or cloud
- Why choose Poly

POLY VOICE TECHNOLOGY

- HD VOICE
- NoiseBlock
- Acoustic Fence

POLY CONFERENCE PHONES

- Why we need Conference phones?
- Poly Calistos
- Why Poly Trio
- Poly Trio 8300,8500,8800 overview
- Poly Trio C60 overview
- Trio video options
- Content App

POLY DESKTOP VOICE

- Why desktop voice?
- VVX Business media phone
- EagleEye Mini
- VVX Business IP phones
- VVX 230 DECT phone
- CCX Series Phones Microsoft Teams Edition
- Poly Elara 60

VOICE MANAGEMENT OVERVIEW

- Intro to RealPresence Resource Manager
- Intro to PDMS-E
- Intro PDMS-SP
- Tools and Support

