



# **Enablement Program for Strategic Partners: NICE Automation Solutions**

July 2018

## The Importance of Enablement

The NICE Automation Solutions Enablement Program provides NICE Business Partners with essential tools to promote, design, install and support the latest version of NICE automation solutions. It also assures your customers that technical personnel involved in their project are well trained and certified

Only NICE Certified Engineers are approved to install NICE solutions and open support tickets with the NICE Support Centers

## Enablement Benefits

The NICE Enablement Program provides the following key benefits:

- Enables relevant professional staff to independently promote, design, implement and/or support NICE solutions for customers
- Delivers ongoing information updates from NICE Education Services
- Authorizes use of the NICE Certified partner logo

## Certification Validity

- Certification is individual, based on participation in NICE courses and passing written and practical exams
- Certification is valid per product release and must be updated for new releases, per guidelines published by NICE Education Services
- NICE Certified Engineers are permitted to install and provide technical support for NICE solutions; NICE Certified Developers are permitted to develop projects. These certifications do not include permission to provide end user training
- Certification is valid per major product release and up to 12 months following the GA of the next release
- Certified personnel should attend all mandatory courses and knowledge transfer events

## Certification Requirements

In order to obtain and maintain this certification, the NICE Business Partner must meet the following requirements:

- Employ at least two NICE Certified Engineers and three NICE Certified Developers at all times, despite any staff turnover, per country.
- Maintain personnel certification up-to-date with latest product release by attending delta courses

In addition, the Business Partner must ensure that new engineers meet the following prerequisites before attending the certification program:

- English language skills – reading, writing, speaking – proficient English is required
- **Technical Engineers:** Computer skills including Windows OS, Windows Server OS
- **Automation Developers:** working knowledge and 2 years' experience of at least one object oriented programming language, such as C++/C#, Java, etc.

NICE reserves the right to withdraw or demote the certification level in the event that a NICE Business Partner does not uphold these requirements

## Registration for Courses

- NICE technical courses descriptions and schedules are published in the ExtraNICE Portal
- After reviewing the course schedule on ExtraNICE, complete the registration form
- Registration will be processed and a confirmation will be sent after submitting the form
- Public courses are held in NICE Campuses worldwide and/or NICE Virtual Classrooms; private courses are available upon request and subject to additional charges
- Courses marked as “by invitation only” are not published; those are coordinated with your NICE sales representative

For more information, visit the [ExtraNICE Portal](#).

The Program is subject to change, without prior notice.

## Training per Role

Training and certification courses are available for the various roles involved in Automation Solutions:

### Sales Executives

Short sales courses are offered as a combination of self-paced learning and web-based live sessions. Course duration is 2 Hrs. In this course, sales executives will learn how to present the various NICE Automation Solutions, their unique value and present basic demos of the products.

### Pre-sales and Consultants

A special 2-day instructor-led training is offered to pre-sales and consultant professionals. This course covers the NICE automation solutions, their market leading features, their unique advantages and how to promote them to the market.

The course includes technical level details such as architecture, integration points, technical site analysis and more.

## Technical Engineers

Technical Engineers are required to be trained and obtain formal NICE certification in order to install and provide technical support for server-side and infrastructure aspects of the solution.

### Automation Developer

Automation Developers are required to be trained and certified on Real-Time Designer application for Automation project development.

In addition, the Automation Developer is required to take part in a joint "Coached Project" implementation, alongside an experienced NICE Automation team.

Mandatory prerequisite for Automation Developers: working knowledge and 2 years' experience of at least one object oriented programming language, such as C++/C#, Java, etc.

## Technical Certifications

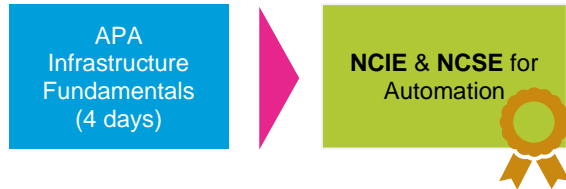
The following technical certifications are available for NICE Automation:

Certification Name	The certified person will be able to	Obtained by
<b>NICE Certified Implementation Engineer (NCIE) &amp; Support Engineer (NCSE)</b>	Deploy and support the infrastructure required for a fully operational NICE Advanced Process Automation system including software installation and post-configuration procedures.	Successfully completing the course "NICE Automation Infrastructure Fundamentals"
<b>Introduction to NICE Automation – Certificate of Completion</b>	Describe the NICE automation solution capabilities and details the principles of developing an automation project.	Successfully completing the course "Introduction to NICE Automation"
<b>NICE Junior Automation Developer</b>	Participate in developing automation solutions utilizing all necessary layers and components.	Successfully completing the course "NICE Automation Essentials"
<b>NICE Certified Automation Developer</b>	Act as a Lead developer of automation solutions utilizing all necessary layers and components.	Successfully completing the "NICE Automation Boot Camp" or passing the equivalent certification exam

\* Certification levels and requirements are subject to change

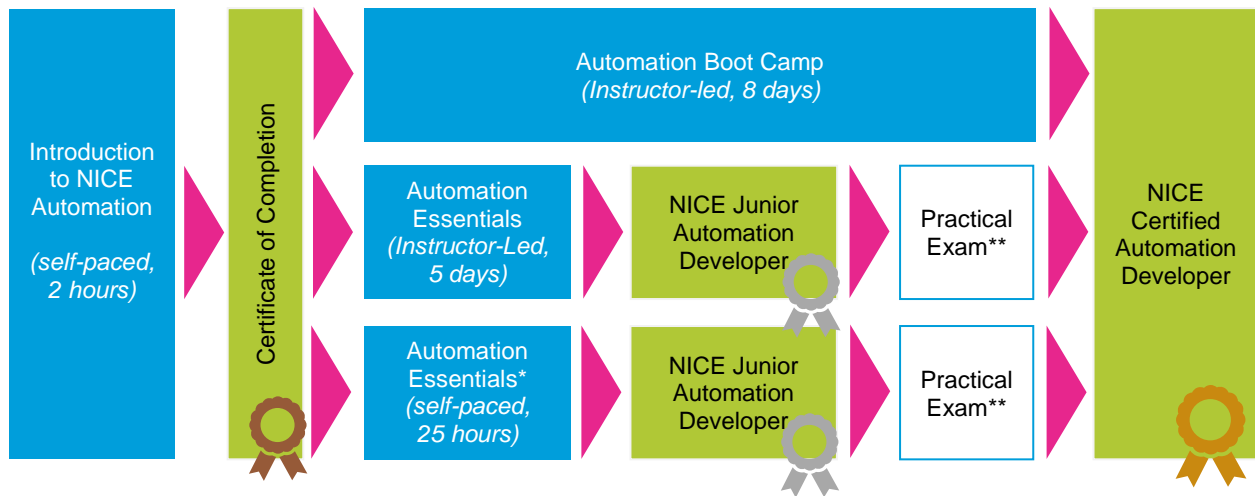
## Technical Engineers: Training Path

To become a NICE Certified Engineer (NCIE and NCSE) for NICE Automation, the following training is required:



## Automation Developer: Training Path Options

NICE offers its Strategic Partners several levels of certifications with multiple options to obtain them, to allow maximum flexibility in ramping up your teams for Automation development projects.



\* Self-paced version of "Automation Essentials" will be available only after your company has trained at least 8 developers via instructor-led training

\*\* The practical exam should be taken after completing the Essentials training and then gaining experience with the product (by participating in proof of concept, pilot or a coached project)

## Appendix A: Courses List

Course Name	Description	Duration	Registration & Pricing	Certification Details
<b>APA Infrastructure Fundamentals</b>	NICE APA solutions (standalone) technical concepts, server and client installation and basic troubleshooting	4 days	\$2750 per person, Schedule & registration available on <a href="#">ExtraNICE</a>	<u>Prerequisite:</u> none  <u>Certifies:</u> <b>NCIE &amp; NCSE</b> for Automation
<b>Introduction to NICE Automation</b>	NICE Designer overview and basic concepts for developing Automation projects	2 hours	Free of charge	<u>Prerequisite:</u> Working knowledge and 2 years' experience of at least one object oriented programming language, such as C++/C#, Java, etc.  <u>Certifies:</u> Certificate of Completion
<b>APA Designer – Automation Boot Camp (parts 1+2)</b>	NICE Designer Features and workflows for developing Automation projects including extensive hands-on and practical exam	4 days <u>per part</u>	\$3000 <u>per part</u> per person, Schedule & registration available on <a href="#">ExtraNICE</a>	<u>Prerequisite:</u> Introduction to NICE Automation  <u>Certifies:</u> NICE Certified Automation Developer
<b>Automation Solutions – Essentials (Instructor-led)</b>	NICE Designer basic knowledge for developing Automation projects	5 days	Free of charge, <b>by invitation only</b>	<u>Prerequisite:</u> Introduction to Automation (for developers)  <u>Certifies:</u> NICE Junior Automation Developer
<b>Automation Solutions – Essentials (self-paced)</b>	NICE Designer basic knowledge for developing Automation projects	25 hours	Free of charge, <b>by invitation only</b>	<u>Prerequisite:</u> Introduction to Automation (for developers)  <u>Certifies:</u> NICE Junior Automation Developer
<b>Automation – Certification Exam</b>	Practical certification exam for graduates of “ <i>Automation Solutions – Essentials</i> ” course	5 hours	\$3000 per person <b>Coordinated upon request</b>	<u>Prerequisite:</u> Automation Solutions – Essentials AND completed Coached Project  <u>Certifies:</u> NICE Certified Automation Developer
<b>NICE Automation Solutions for Consultants</b>	NICE automation solutions, their market leading features, their unique advantages and how to promote them to the market	2 days	Free of charge, <b>by invitation only</b>	<u>Prerequisite:</u> none  <u>Certifies:</u> none
<b>NICE Automation Solutions for Sales Executives</b>	How to present the various NICE Automation solutions, their unique value and present basic demos of the products.	2 hours	Free of charge, <b>Coordinated upon request</b>	<u>Prerequisite:</u> none  <u>Certifies:</u> none

\* All courses are subject to change

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