



Zultys Certified Systems Expert (ZCSE)

Part II - Advanced Implementation and Support

Purpose

The **Zultys Certified Systems Expert (ZCSE)** is an official Zultys vendor certificated technical training course, and is designed to ensure that authorised Zultys Channel Partners are trained to deliver and install all Zultys solutions to the highest level of customer satisfaction.

Part II – Advanced Implementation and Support will provide Resellers with an in-depth knowledge of the advanced functionality of the Zultys solution, maintenance and fault investigation techniques.

Pre-Requisite

- Completion of ZCSE Part I.
- ZCSE Part II cannot be taken immediately after Part I. All students that complete Part I must gain field experience and solidify the knowledge they gain in Part I prior to registering for Part II.
- Technical Support staff with extensive Zultys experience that completed the old ZCSE course may recertify as a ZCSE by attending the ZCSE Part II course. Please contact Zultys to determine if you qualify.

Equipment Required

Please bring a Windows notebook with a mains power adapter and wired Ethernet port. All other equipment will be provided.

Course Outline:

- Session Border Controller and SIP Security
- Advanced ITSP configuration
- Deployment of Remote IP Phones
- MXcluster configuration and operation
- MXnetwork – Advanced capabilities
- MXarchive configuration and operation
- MXreport configuration and operation
- CRM and Outlook integration
- Zultys Mobile Communicator configuration and operation
- External Message and Presence Service
- IVR and advanced Automated Attendant configuration and operation
- SIP protocol and general network analysis
- How to use the internal and external logging capabilities of the MX system
- Gathering the correct information to submit with a support request
- Multiple choice quiz and practical test. Pass mark of 70% or greater required to be awarded ZCSE Certification

Certification:





Zultys Certified Systems Expert (ZCSE) Part II - Advanced Implementation and Support

To be awarded a ZCSE certificate students must successfully complete both ZCSE Part I and ZCSE Part II as well as achieve a mark of 70% or higher in the theory and practical examination conducted at the end of ZCSE Part II.

Certification is valid for a period of 12 months and a recertification course (provided online) must be complete to maintain certification. Students are also required to keep up to date with the latest features and capabilities of the Zultys products.

