# FAQs for Digium Certification Program

**What is the Digium Certification program?**
The Digium Certification program is a method by which Digium will deliver training to channel partners and certify their ability to design, implement, and support Digium telephony solutions. Digium Channel Partners who wish to participate at the Registered or Select levels must be trained and certified in at least one Digium solution specialty.

**How long do I have to get my company certified?**

Switchvox:
- Digium Channel Partners who are at Select and Registered levels at the time these certification requirements are implemented, and who wish to remain at this level have **90 days** to comply with the certification requirements.

Asterisk:
- Digium Channel Partners who are at Select and Registered levels at the time these certification requirements are implemented, and who wish to remain at this level have **180 days** to comply with the certification requirements.

**Why is the timeline different?**
Asterisk Integration partners must have a dCAP on staff. Depending on the individual's knowledge of Asterisk, this may require up to 8 days of classroom training. In contrast, Switchvox training is delivered online and is able to be completed within a total of four hours for Technical Training and 2 hours for Sales Training.

**What are the Solution Specialties?**

*Asterisk Specialization*: knowledge to design, implement, and support telephony solutions based on Asterisk Open-Source or Asterisk Business Edition Solutions. Channel partners who certify under this specialty will be known as *Certified Asterisk Integration Partners*.

*Switchvox Specialization*: knowledge to design, implement, and support telephony solutions based on Switchvox. Channel partners who certify under this specialty will be known as *Certified Switchvox Partners.*

**What are the advantages of certification?**
- Differentiate your business from those resellers who do not attain certification.
- Train sales and technical staff in a uniformed and organized manner.
- Maintain your existing discounts, eligibility for leads, marketing tools and resources.
- Use our certification logos to showcase competence to your customers.
- According to market research, certified partners sell at least 50% more than their non-certified counterparts. Some estimates are as high as 63% more! *(Source: IPED, Everything Channel)*

**What are the requirements?**
In order to maintain Registered or Select Partner status, the following certification requirements must be met.

**Requirements for Switchvox Specialization**
- Organizations who wish to be recognized as Certified Switchvox Partners must execute a Digium Registered or Select Channel Partner Agreement and certify two individuals in their organization as Digium Certified Sales Professionals (dCSP) and one individual in their organization as a Digium Certified Switchvox Engineer (dCSE)

  **The *Certified Switchvox Sales Professional* must:**
  1. Take the online *Switchvox Sales Training* curriculum and achieve an 85% passing grade on the associated online test. There is no charge for this curriculum *or test.*
  2. *Certified Switchvox Sales Professionals* must keep their certification current by achieving a passing grade on tests associated with new Switchvox software releases within 30 days of release.

  **The *Certified Switchvox Sales Engineer* must:**
  1. Take the online *Switchvox Technical Training* curriculum and achieve an 85% passing grade on the associated online test. There is no charge for this curriculum or test.
  2. It is highly *recommended that the Certified Switchvox Sales Engineer* attend the optional *Switchvox Fast-Start Training*. This classroom training provides valuable hands-on training for configuring, installing, and maintaining Switchvox. This is an instructor-led curriculum, offered in Huntsville, Alabama.
  3. *Certified Switchvox Sales Engineer* must keep their certification current by achieving a passing grade on tests associated with new Switchvox software releases within 30 days of release.

**Requirements for Asterisk Specialization**
- Organizations who wish to be recognized as Certified Asterisk Integration Partners must execute a Digium Registered or Select Channel Partner Agreement and certify one individual in their organization as a *Digium Certified Asterisk Professional (dCAP).*

**The dCAP must:**
1. Take the online *Digium Product Training* curriculum and achieve an 85% passing grade on the associated online test. Individuals may bypass curriculum work and proceed directly to the test phase if they already have prerequisite knowledge. There is no charge for this curriculum or test.
2. If a person is not ready to take the dCAP test, they may take the online *Asterisk Administrator* test to determine their Asterisk product knowledge. Individuals who receive a score of 80% or higher should take the Asterisk Advanced curriculum OR take the dCAP test.
3. Those who score less than 80% on the *Asterisk Administrator* test should take the Asterisk Fast Start curriculum. There is no charge for this curriculum or test. If an individual achieves an 85% passing grade on the associated Asterisk Fast Start test, they may bypass curriculum work and proceed directly to the dCAP test phase.
4. To achieve dCAP, individuals must take the *Asterisk Advanced curriculum* and achieve an 85% passing grade on the Digium Certified Asterisk Professional (dCAP) test. Prior to taking the dCAP exam, It is recommended that students read "Asterisk: The Future of Telephony, 2nd Edition by O'Reilly", have actual working knowledge of setting up and maintaining an Asterisk server, and have familiarity with the Asterisk sample configuration files. Individuals may bypass curriculum work and proceed directly to the test phase if they already have prerequisite knowledge.
5. Digium Certified Asterisk Professionals must recertify every 2 years by passing the current written dCAP exam.

- Detailed information on all training and exams can be found at http://www.digium.com/partnerportal
- Organizations who wish to be recognized as Certified Asterisk Integration Partners must submit 2 customer references before agreements for Registered or Select status are approved. The customer reference form can be found in the Partner Portal at www.digium.com/partnerportal.
- References must be submitted each year to maintain status at the Select or Registered levels. Prior to submitting initial references and meeting certification requirements, organizations may participate at the Affiliate Partner level.
- Digium Channel Partners who are at Select and Registered levels at the time these certification requirements are implemented, and who wish to remain at this level have 180 days to comply with the certification requirements.
- If your dCAP separates employment from your company, they must be replaced within 90 days to maintain your organization's status as a Certified Asterisk Integration Partner.

**Is there a cost for Certified Switchvox Partner training?**
No, all Switchvox curriculums are offered online, free of charge.

**Is there a cost for Asterisk Integrator Certification?**
The existing cost structure for the dCAP exam still applies. Prices for classroom training vary based on regional offering. Classes and prices can be accessed at www.digium.com/en/training. The dCAA test is available free of charge at www.digium.com/partnerportal

**I already have a dCAP and am a Select or Registered partner today. Do I need to take these other curriculums – such as Digium Product training?**
Existing Select and Registered partners who have a dCAP on staff already are grandfathered into the program, effective April 26.  If you are an existing Registered or Select channel partner and have a dCAP on staff, you need to submit two customer references and take the online Digium Product Training curriculum in order to achieve Certified Asterisk Integrator Partner status.

**I cannot locate an Asterisk training curriculum in my country. Will I automatically lose my Registered or Select partner status if I do not achieve my dCAP? What are my options?**
Digium channel partners will NOT automatically lose their status as a Registered or Select partner if an in-country class is not offered. If you cannot find a curriculum in your country, please contact your Digium channel manager and we will explore suitable alternatives.

**When does the clock start on my 90 day (Switchvox) or 180 day (Asterisk) deadline?**
The timing begins on the day we officially announce the certification.

**Do I have to view all of the curriculum material and attend the Asterisk Advanced training, or can I just take the tests?**
Asterisk Integration Partners must complete the Digium Product Training curriculum and the dCAP test in order to be certified.

**I am one of your best Switchvox partners and I already know your products – do I have to view the entire Switchvox curriculum or can I just take the test?**
There is quite a bit of new content within the curriculum content. It is required that you view all of the material and successfully complete the tests.

**How many times am I able to attempt to complete the test?**
You may take the test multiple times in order to achieve the passing score.

**How do I access the training?**
All online training is provided through the Digium partner portal: www.digium.com/partnerportal

**Can I take the curriculums on my own schedule?**
Yes, all of the content is available on-demand. You can stop and start, as your schedule requires, 24x7. When you resume a curriculum, remember, you must log in to www.digium.com/partnerportal to access the training curriculums.
The system will remember where you left off.

**What if I can't remember my web user name and password to access the portal?**
You can request your user name or password again from this link:
https://www.digium.com/en/login/forgot_username.php

**Can I watch part of the training and then resume later?**
Yes, just remember, you must first log in to www.digium.com/partnerportal
You can start and stop throughout this training, on your own schedule.

**Will I be listed on your website if I take this training?**
Asterisk Integration partners will be listed on AsteriskExchange, the website dedicated to
Asterisk add-ons and partners.

We do not list any other resellers on our digium.com properties at this stage. This
enables us to ask customers to submit a "locate a reseller" request so that we can match
leads with the appropriate partners. This results in better lead quality for you and
ultimately benefits our customers with a better experience too. We track all of our leads
and ensure they are being assigned and acted on within a timely manner.

**Will I receive a different logo to post on my site or use in my marketing collateral?**
Absolutely. When the curriculum requirements are completed in Brainshark, the
executive contact at the partner organization will receive an email notification. At this
point, logos will be made available that denote the certified status. At the conclusion of
the curriculum, individuals will be able to print certificates on-demand, directly from the
site.

**Will this content be available on your site so that I can offer this training to my
customers?**
Not yet. This content is going to be repurposed in the future so that it can be offered to
end users, but at this stage, our focus is on providing quality content for our partner
community.

**Can I reuse some of this content to deliver to my customer?**
No, partners are not authorized to redistribute our training content at this stage.
However, there are presentations and other sales tools available on the Partner Portal
that are customer-facing and available for your use to train your customers.

**Is there a dCAA curriculum or just a test?**
There is only a test – no curriculum work is required. This test is designed to determine
current skill level.  Partners that pass the test with an 85% or higher score should enroll
in the Asterisk Advanced class.  Partners who score less than 85% should start with the
Asterisk Fast Start class.

**What are the system requirements for Digium certifications? Can I take training
offline?**
This content is available from a hosted service. You have to be online to take the
curriculums and tests online.  You must have access to a computer with working
speakers.

**Why is the Switchvox training free and DCAP is not?**
Asterisk certification requires classroom training with a certified instructor. To test proficiency with Asterisk requires a hands-on lab, network equipment and testing. Switchvox training is available online, which allows us to deliver this in a no-cost manner.

**Do I need to have access to Switchvox hardware to successfully complete Switchvox certification?**
Yes, it is highly recommended that you purchase and install your demo system before attempting to achieve Switchvox certification.

**Will Digium still offer the Switchvox Fast Start curriculum?**
Yes. While it is not currently required as part of certification, it is strongly encouraged that someone from your technical staff attend this in-depth, hands-on curriculum.

**How often will you update content?**
We will continue to add modules at product launches and will add other resources to the training site. You will be notified when new material is available  You can expect to see updates after Digium releases a major release for Switchvox or Asterisk.

**How long will certifications last?**
Digium Certified Partners must be recertified every two years.

**What if the trained people on my staff leave or change jobs?**

- If any Switchvox certified employees separate employment from your company, such that your company no longer meets the certification requirements, they must be replaced within 90 days to maintain your organization's status as a Certified Switchvox Partner.
- If your dCAP separates employment from your company, they must be replaced within 90 days to maintain your organization's status as a Certified Asterisk Integration Partner.

**Can I train more people than the minimum number required for certification?**
Yes. It's recommended that all your sales and technical staff achieve certification. The more people that become certified, the more capable you will be to sell and install Digium solutions.

**What if my business does not have three people on staff to complete the Switchvox Certification?**
Digium will allow a single individual to hold both sales and technical certification for Switchvox. This would allow 2 individuals to hold 3 certifications.

**Can I specialize in both Switchvox and Asterisk?**
Yes, you may specialize in both Switchvox and Asterisk.

**What formal recognition is given to individuals and companies who achieve certification?**
The individual will receive a certificate that recognizes their certification achievement. The company will receive a logo that they can use to showcase certification to their customers, add to marketing materials, business cards, websites, etc.

**What do I need to do to keep my certification status current?**

1. *Certified Switchvox Sales Professionals* must keep their certification current by achieving a passing grade on tests associated with new Switchvox software releases within 30 days of release.
2. *Certified Switchvox Sales Engineers* must keep their certification current by achieving a passing grade on tests associated with new Switchvox software releases 30 days.
3. Digium Certified Asterisk Professionals (dCAP) must recertify every 2 years by passing the current dCAP exam.

**Are customer references a requirement for certification?**
Yes. Organizations who wish to be recognized as Certified Switchvox Partners or Asterisk Integration Partners must submit 2 customer references each year to maintain their status at a Select or Registered levels.  If an organization is pursuing both Asterisk and Switchvox specialties, two customer references must be submitted for each specialty.

**Will customer references be released to potential customers or can those be kept private?**
These customer references will not be released. They will be kept in a separate database and will not be published. We may talk with you about pursuing some of these as a potential case study or testimonial, but no names will be pursued without your express permission.

**Can organizations participating at the Affiliate level complete the training and become certified?  Can they take the tests/use the logos?**
Partners at the Affiliate level have access to the training and individuals can achieve certification. The partner company may not claim to be certified without participation at the Registered or Select level.

**Can I print out the material to take notes or to use as a reference later?**
There is no hard copy version available today. The Switchvox Admin and User Guides will serve as good reference materials.  The Partner Portal will have support materials available to help with Switchvox network designs and installations.

**If you certify and then a new release comes 14 months later, when does the two year renewal certification clock begin?**
The renewal certification date clock begins when your organization achieves all requirements for certification. In the case of Certified Switchvox Partners, this would be the date when two sales professionals and one sales engineer were trained and successfully passed the exams and the two customer references were submitted.

**If I'm a new reseller and don't have any Switchvox references, may I include other customer references who will verify my company?**
The goal of certification is to ensure you have experience selling Digium solutions, so the customers referenced must have Digium solutions.

**Is the technical training free, just like the sales training?**
Yes, the Switchvox certification curriculums are both free.

**Why do you require more people being certified for Switchvox than you do Asterisk?**
Switchvox is a focused on solution selling, whereas Asterisk is a toolkit. The Switchvox training is shorter and focused on making people feel equipped to sell, install and configure the Switchvox solution.

**Are there any changes to support as a result of this program?**
Not at this time, but we are considering tiered support to better service our channel partners.

**Are you introducing a deal registration program in concert with this certification launch?**
Not at this time, but we are considering this for the future.

**When are the dCAP classes?**
All Asterisk classes are listed on [www.digium.com/training](http://www.digium.com/training)

**Is testing only available in Huntsville?**
No, dCAP testing is also available from our authorized training partners. For a complete list of other testing partners, visit [www.digium.com/training](http://www.digium.com/training)