



*ViaVoice
Certification Roadmap*



Professional Certification Program from IBM

In today's ever-changing business environment, it's essential to keep pace with complex technologies and products. Most businesses are looking for complete solutions rather than tactical efforts. The Professional Certification Program from IBM offers a business solution for skilled technical professionals seeking to demonstrate their expertise to the world.

The program is designed to validate your skills and demonstrate your proficiency in the latest IBM technology and solutions. In addition, professional certification may help you excel at your job by giving you and your employer confidence that your skills have been tested. You may be able to deliver higher levels of service and technical expertise than noncertified employees and move on a faster career track. Professional certification puts your career in your control.

The Professional Certification Program from IBM has developed new certification names and roadmaps to guide you in your professional development. These include IBM Certified Developer Associate (IBM CDA), IBM Certified Developer (IBM CD), IBM Certified Specialist (IBM CS), IBM Certified Systems Expert (IBM CSE), IBM Certified Solutions Expert (IBM CSE), IBM Certified Instructor (IBM CI) and IBM Certified Advanced Technical Expert (IBM CATE).

Whether you are a network administrator, systems integrator, network integrator, operator, solution architect, value-added reseller, technical coordinator, sales representative or an educational trainer, you can start charting your course through the Professional Certification Program today!

For more information, visit our web site—<http://www.ibm.com/certify>

IBM education courses are recommended but not required to take certification exams.

Every effort has been made to make the courses and publications as complete and as accurate as possible, but no warranty or fitness is implied. The course information and publications are provided on an "as is" basis. IBM shall have neither liability nor responsibility to any person or entity with respect to any loss or damages arising from course or publication content.

The information contained in this document was current at the time of printing. Current information is at <http://www.ibm.com/certify>

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IBM Certified Solutions Expert ViaVoice



Certification Requirement: 1 Test

Role Description:

IBM CSE - ViaVoice: This certification is intended for ViaVoice resellers and customization and training professionals, and corresponds to the level of skills and knowledge judged to be critical by our most successful ViaVoice resellers worldwide.

Recommended Prerequisites:

- Thorough familiarity with Windows 95, 98, and/or NT and with popular Windows applications
- Practical experience installing, customizing, and using ViaVoice 98 Executive
- Successful completion of a ViaVoice 98 reseller training class or equivalent (typically one day in length)
- Practical experience demonstrating ViaVoice 98 Executive to individuals and to groups
- Practical experience installing, training, customizing and supporting five customer installations

Core Requirement (1 Test):

**Test 800
ViaVoice 98 Installation,
Customization and
Support**

Benefits:

- Certificate
- Wallet-size certificate
- Lapel pin
- Certification logo

The information contained in this roadmap (as well as test objectives and sample tests) is available from our website – <http://www.ibm.com/certify>

Courses for ViaVoice Certification

Experience is essential for successful completion of certification exams. Education is not required, although the following courses may be useful in your exam preparation.

- *To register for courses or to request course objectives, call IBM Learning Services.*
- *Information is also available from the IBM Learning Services home page – <http://www.training.ibm.com/ibmedu>*
- *Specific education programs and promotions may be available for IBM Business Partners.*
Please call your Business Partner program for more information.

Test Number	Course Title	Duration	Course No.
Test 800	ViaVoice 98 Reseller Training The course focuses on the technical knowledge and skills needed by resellers (VARs), system engineers, IT support staff, and IT service professionals who want to demonstrate, sell, install, customize, train users, and/or support IBM desktop speech recognition products.	1 Day	VT001 (US)

General Program Information

Test Preparation

- **Education Courses** are offered through IBM Learning Services worldwide. For class schedules and prices, call the IBM Learning Services Center nearest you, or on the Internet go to – <http://www.training.ibm.com/ibmedu>.
- **Test Descriptions, Test Objectives and Sample Tests** are valuable tools to help you prepare for certification exams. This information is available from the Professional Certification Program from IBM web site – <http://www.ibm.com/certify>.
- **Publications** will help you prepare for the tests. You can order publications worldwide from the IBM Direct publications catalog on the Internet – <http://elink.ibm.com/pbl/pbl>. Also, in the U.S., you can call 1-800-879-2755 and select option 1; in Canada call 1-800-IBM-4YOU (1-800-476-4968).

Certification Testing

Tests for the Professional Certification Program from IBM are administered worldwide by Sylvan Prometric testing centers. In Europe and China, tests are also available through IBM Learning Services. For more information or to schedule an exam, call the center nearest you.

Professional Certification Program from IBM web site –

<http://www.ibm.com/certify>

Customer Support for Professional Certification Program from IBM

Email:

..... certify@us.ibm.com

Telephone:

English 1.800.426.8322

..... or 44(0)1475.557040

French 44(0)1475.557041

German 44(0)1475.557042

Italian 44(0)1475.557043

Spanish 44(0)1475.557044

IBM Learning Services

United States and Canada:

..... 1.800.426.8322(1.800.IBM.TEACH)

Sylvan Prometric Testing Centers

United States and Canada:

..... 1.800.959.3926(1-800-959-EXAM)

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U.K., Ireland, Scandinavia, The Middle

East, South Africa: ... 44(0)181.607.3850

France: 33(0)1.4289.3122

Spain & Portugal 31(0)320.239898

North Africa 31(0)320.239892

Japan 813.3269.9620

Australia 61.2.9414.3663

Latin America 001.612.820.5200

You may also call toll free in the following countries:

Australia 1.800.806.9444

Austria 0800.8582

Belgium 0800.1.7414

Brazil 000.817.965.5340

China 10800.610.0036

Germany 0130.839708

Guam 1888.249.6392

Hong Kong 800.96.8444

Indonesia 001.803.61608

Ireland 1.800.626.104

Italy 1768.78441

Japan 0120.387737

Malaysia 1800.80.0508

Mexico 95.800.332.1034

Netherlands 0800.022.75.84

New Zealand 0800.44.1689

Philippines 1.800.1.611.0126

Singapore 800.616.1132

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Switzerland 0800.556.966

Taiwan 008.061.1141

Thailand 001.800.611.2401

UK 0800.592.873

IBM Learning Services Inquiry Centers

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..... 86(021)6437.6677x3368

Denmark 45(0)4523.3000

Finland 358(9)459.4444

France 33(0)5.56.29.53.48

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Portugal 351(0)1.7915669

South Africa 2711.302.6655

South Korea 82.2.828.0706

Spain 34(0)1.397.5573

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