Getting Started with Training for Partners at Nokia

June 2020
How to get started

1. Log in to the Partner Portal (https://www.partners.nokia.com/s/)
How to get started

2. Go to the Learning Store
How to get started

3. Click the Menu on the right-hand side
How to get started – Find training by Technology (1/3)

4. A. Select Partner Cert./Portfolio

Prepare for NRS II exams with online resources

- NRS II Practice Exam
- The SRC Learning Essentials video series

Nokia training programs are designed to ensure our partners are prepared and effective in their jobs and the Partner Learning Store is designed to make it easy for you to find just what you need. We want you to be successful and knowledge is essential to success. Check back often to discover what is new and enhance your skills through training.
How to get started – Find training by Technology (Option 2/3)

4. A. Select Portfolio

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4. A. Select the Appropriate Certification Job Role
How to get started – Find training by Job Role (1/3)

4. B. Select Partner Cert./Job Roles

Prepare for NRS II exams with online resources
- NRS II Practice Exam
- The SRC Learning Essentials video series

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How to get started – Find training by Job Role (2/3)

4. **B. Select specific Job Role**

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- **Important Documents**
  - Partner training/certification catalog
  - Americas Open Schedule Training Calendar H1 2020
  - Past and Present Certification Comparison Chart

- **What’s New**
  - FastMile
  - Network Planning Engineer

- **Certification**
  - How to Complete Your Certification
  - How to Print Your Certification
  - How to Track Training

Access and resume ongoing training:
- Partner Cert./Job Roles
  - Sales Associate
  - Sales Engineer Specialist
  - Sales Engineer Professional
  - Network Planning Engineer
  - Field Technician
  - Network Integration Engineer
  - Services Sales Associate
  - Service Desk Clerk
  - Level 1 Technical Support
  - Level 2 Technical Support
  - Partner Relationship Manager
  - Partner Marketing Manager
- Partner Cert./Portfolio
- Partner Cert./Solution
- Industry Certifications
- Segment Training
- Non-certification Training
How to get started – Find training by Job Role (3/3)

4. B. Select Portfolio
Note course delivery, estimated time requirements, proctored exams, and list of courses

**Duration**

**WBT:** 2 Hours  
**VLT:** 7 Hours

**Courses for Certification**

- 5520 AMS Basic Commissioning | TAC05002-K-6100
- 5520 AMS Basic Commissioning | TAC05003-K-6100
- 5520 AMS Basic Commissioning | TAC05004-K-6100
- ISAM NERS Lab Workshop | TAC35022-W_V3.0
- ISAM NERS Lab Workshop | TAC35022-W_V4.0
- ISAM NERS Lab Workshop | TAC35022-W_V5.0

**Duration**

**WBT:** 24 hours  
**Proctored Exam:** 1
5. After Selecting the Certification Job Profile, click on Open
How to access your training

6. Learner directed to Nokia Learning & Development Hub

<nokialearn.csod.com/client/nokialearn/default.aspx?ReturnUrl=https%3a%2f%2fnokialearn.csod.com%2fDeepLink%2fProcessRedirect.aspx%3fmodule%3dизация...>
How to access your training

7. Select Customer/Partner Login (Use Nokia Credentials to Log In)
How to access your training

8. Watch for outage messages when you first log in
How to access your training

9. Select the Certification profile assigned to you
How to access your training

10. Click Open Curriculum Player
11. Select the Course Title to Open the Learning Item
How to access your training

12. Select the Course Title to Launch the Course
How to access your training

13. Click Launch to start the Course
How to access an online exam

14. Click on Exam to Start Test
How to access an online exam

15. Select Launch Test
How to complete your online exam

16. Complete Test

17. After Answering All The Test Questions, Click on Submit
How to track your curriculum progress

18. Watch your progress as you complete each exam
How to track your curriculum progress

19. Your completions of exams follows to other certifications
## Certification Details

<table>
<thead>
<tr>
<th>Title:</th>
<th>Global Partner Program AirScale Radio Sales Engineer Specialist</th>
<th>GPP92321K</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description:</td>
<td>Global Partner Program AirScale Radio Sales Engineer Specialist</td>
<td>GPP92321K</td>
</tr>
<tr>
<td>Family:</td>
<td>General</td>
<td></td>
</tr>
<tr>
<td>Category:</td>
<td>Technology</td>
<td></td>
</tr>
</tbody>
</table>

- **Current Status:** Certified (Renewal In Progress)
- **Current Period:** re-certification
- **Current Version:** 1.0
- **Required Credits:** 1.00
- **Earned Credits:** 0.00

- **Due Date:** 10/23/2021
- **Expiration Date:** 4/23/2022
How do you know which certification is right for your Job Role?
## 2020 certification job role descriptions (1/2)

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Job Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales Associate</td>
<td>Responsible for identifying, developing and closing new business opportunities with Nokia Products, Solutions, and Services. Engages with customer on the Nokia story; positions the Nokia solution; and proactively manages the relationship on behalf the Partner Company and Nokia.</td>
</tr>
<tr>
<td>Sales Engineer – Specialist</td>
<td>Supports the sales engagement technically; positions Nokia products and solutions to the customer; utilizes tools and resources to support the engagement.</td>
</tr>
<tr>
<td>Sales Engineer – Professional</td>
<td>Building on SE Specialist skills, this person is additionally able to develop Nokia solution to address customers’ needs. (typically a regional resource)</td>
</tr>
<tr>
<td>Network Planning Engineer</td>
<td>Plans, designs, and develops network engineering plans to support project requirements based on industry-standard best practices</td>
</tr>
<tr>
<td>Field Technician</td>
<td>Installation/commissioning of new products; field maintenance including hardware replacements under the direction of Tech Support L1/L2; Nokia; or a 3rd party.</td>
</tr>
<tr>
<td>Network Integration Engineer</td>
<td>Implements the design in the customer’s network; perform necessary configurations; establish connectivity between the network elements; develop and conduct testing plans and procedures based upon system design requirements. Plan, execute, and manage migration or replacement activities including decommissioning obsolete equipment.</td>
</tr>
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<td>Technical Support - Level 1</td>
<td>Resolves service tickets on settings, alarms, and configuration issues.</td>
</tr>
<tr>
<td>Technical Support - Level 2</td>
<td>Builds on Level 1. Level 2 resolves more complex service tickets including troubleshooting.</td>
</tr>
<tr>
<td>Service Desk Clerk</td>
<td>The &quot;voice to the customer&quot; of the Partner's Tech Support Help Desk. This person interacts with each customer calling in. This person is crucial in establishing the best experience for both the Partner and Nokia. The information captured by this person allows the Tech Support L1-L5 to go to work resolving an incident without having to repeatedly contact the customer for additional information.</td>
</tr>
<tr>
<td>Partner Relationship Manager</td>
<td>Key contact and manages the relationship between the Partner and Nokia. Familiar with Nokia's value proposition; products sold by the Partner and their competitive positioning. Familiar with Nokia processes, tools, and requirements.</td>
</tr>
<tr>
<td>Marketing Manager</td>
<td>Key contact for Marketing within the Partner. Familiar with Nokia's value proposition; products sold by the Partner and their competitive positioning; processes, tools, and requirement for Marketing activities with Nokia.</td>
</tr>
</tbody>
</table>
Training on Nokia Partner Tools
Training on Partner Tools (1/3)

Select Non-Certification Training

The Learning Store for Partners is MOBILE

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Training on Partner Tools (2/3)

Select Partner Tools

Now Available: Nuage Partner Training >

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- Partner Cert./Portfolio
- Partner Cert./Solution
- Industry Certifications
- Segment Training
- Non-certification Training
- Additional Portfolio Training
- Introduction Video
- Partner Portal Training
- Partner Tools
- Guides for Partners
- Product YouTubes
- Sales Skills
Training on Partner Tools (3/3)

Select Specific Tool Training module
Thank You