

Qualified Sales Professional

Frequently Asked Questions

What is the Qualified Sales Professional Program?

The Qualified Sales Professional Program (QSP) is a free training program that provides you, the partner sales team, with the knowledge you need to successfully position and sell Nortel Networks Enterprise Solutions. Each QSP module includes a training presentation in the form of downloadable, scripted slides or a Webcast that you can view online.

These modules contain:

- An overview of the product or solution
- How the product fits in the marketplace
- A competitive framework
- And where to get more information.

Once you've reviewed the training module, the corresponding knowledge assessment tools (eExams) test your knowledge of the product or solution. These easy-to-use online tests challenge your knowledge of the product/solution and how well prepared you are to go out and sell. After successfully completing each module, you'll receive an eCertificate documenting your success.

The Qualified Sales Professional program offers a new approach sales training. With current, self-paced, web-based training modules available 24 hours a day, you can learn at your own pace, where, when and how you want to learn. By completing the QSP program, you'll be better equipped to face any sales challenge.

Why is it important for me?

As an integral part of the Partner Advantage program, each QSP module and eExam counts toward your status in the program. As well, certain Nortel Networks products require Accreditation before sales teams can sell the product. QSP designations are required as part of the Accreditation process. So not only will you be gaining valuable product and sales knowledge, you'll be earning status in both Partner Advantage and Accreditation programs as well.

QSPs offer sales training for Nortel Networks products, for technical training, Nortel Networks partners with Global Knowledge.

What are the benefits of the QSP program?

The QSP program offers many benefits to you as a channel sales partner, including:

- Free training materials and eExams
- Increased knowledge and skills in Nortel Networks portfolio of solutions
- Up-to-date and relevant information easily accessed by all sales team members
- Self-paced learning and assessments available 24 hours a day

For channel partner organizations, the benefits of having your sales teams participate in the QSP program include:

- Ensuring a baseline of Nortel Networks knowledge for your entire sales force
- Increased customer confidence in sales force knowledge
- Ability to reward for competency using Nortel Networks earned funds

What do I get for participating?

When you participate in the QSP program, you'll receive an eCertificate for each successful module. After completing each eExam, you'll have instant pass or fail feedback and you'll also receive an email congratulating you on your success along with your certificate. Your pass results may also be used towards your company's Partner Advantage or Accreditation status.

Why has Nortel Networks introduced this program?

Nortel Networks is committed to your success. By introducing the QSP program, along with Partner Advantage, we arm you with the knowledge and the tools you need to be successful in the sales game. In keeping with our 'Business without Boundaries' vision, the QSP program provides efficiency, productivity and growth for you and your sales team.

How much does it cost?

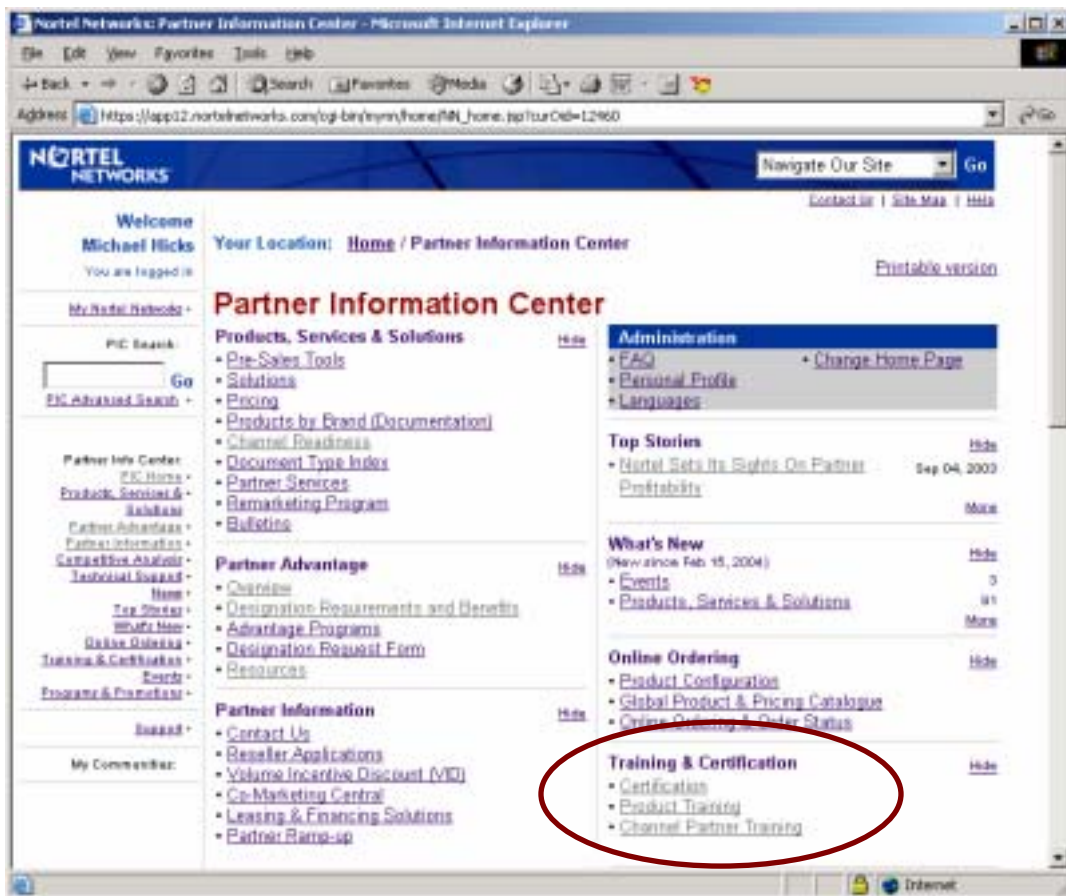
The Qualified Sales Professional Program is FREE of charge to Partners and their sales teams.

Can I use the QSP logo on my business card?

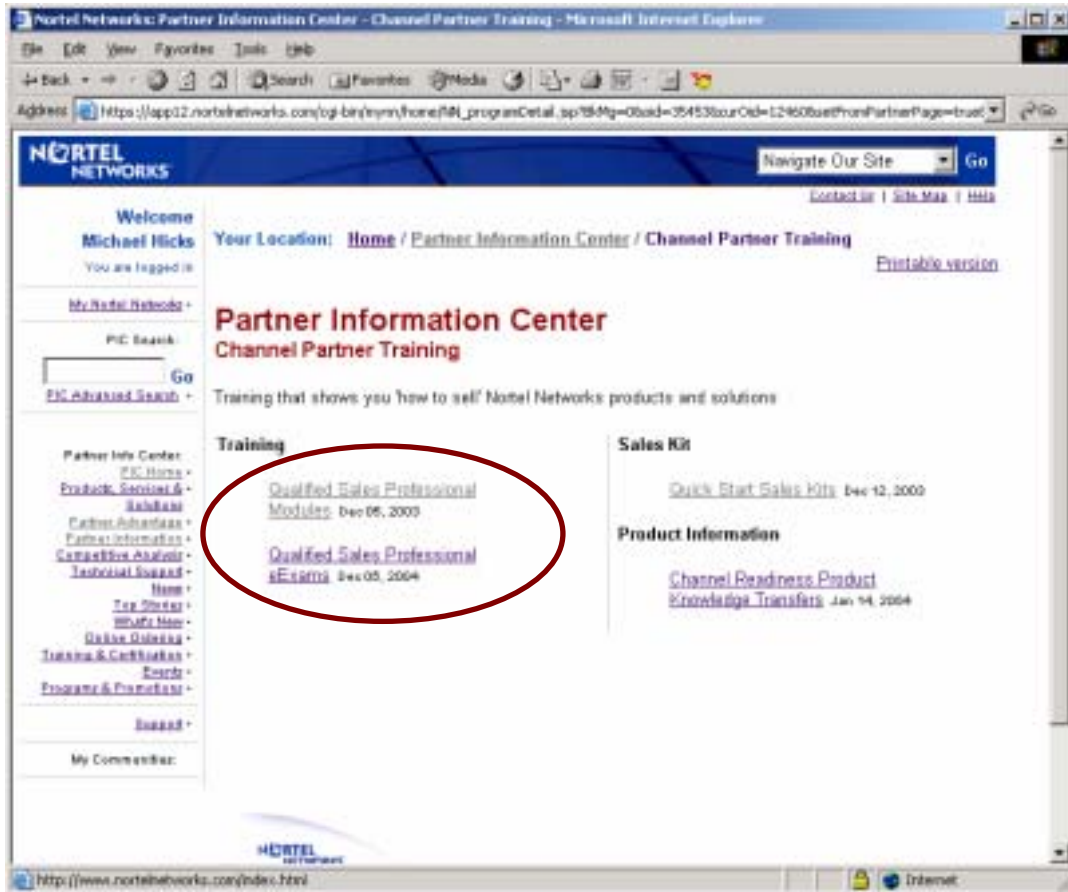
After successfully completing five QSP modules and associated eExams, you are eligible to use the Nortel Networks Qualified Sales Professional logo on your business stationary for a period of twelve (12) months from the date of the fifth successful eExam. You will receive an email from Nortel Networks congratulating you on your achievement and how to use the logo.

How do I access the Qualified Sales Professional program?

First, you will need to be registered as a Channel Partner at nortelnetworks.com. Once you've registered, you'll have access to Nortel Networks Partner Information Center (PIC). The PIC contains information for channel partners on Nortel Networks products, services and programs. You can access the Qualified Sales Professional Training modules and assessment tests from the Channel Partner Training page on PIC.



From the Channel Partner Training page, you can access the training modules and eExams by selecting either Qualified Sales Professional Training Modules or Qualified Sales Professional eExams.



Once you are on the Qualified Sales Professional page, you can access all of the available modules and eExams. As well, we've provided links to the QuickStart Sales Kits which provide in-depth information on Nortel Networks products. Click the buttons beside each of the modules to access the presentations, eExam tools and Quick Start Sales kits.

In addition to an alphabetical list of the available modules, we've also provided a listing by suggested categories of interest. These categories will help you better understand the solutions offerings by Nortel Networks. Each category contains QSP modules that are related or combine to create a solution of products.

New QSP modules will be released as our product portfolio develops, so this site will always have the latest information to keep you up to date.

If you do not have PIC access, you can browse the QSP Web site at <http://www130.nortelnetworks.com/eservice/html/sales/na/english/currindex1.html>.

What type of training and test materials are included in the QSP program?

Each QSP module contains a training presentation available in three formats—MS PowerPoint slides (no audio), Downloadable Webcast file (PowerPoint slides with audio saved to your hard drive), or a streamed Webcast (presentation with audio). Along with each training module, there is an associated eExam. Nortel Networks online eExam tool steps you through approximately 20 questions that challenge your knowledge of the product/solutions, the value proposition, competitive positioning and business benefits. You'll have 40 minutes to complete each eExam. Passing marks are recorded and used towards your company's Partner Advantage or Accreditation status.

Lastly, the program will continue to expand, and the modules and assessment tests will be updated on a regular basis to keep the content current.

Do I have to complete the eExam?

QSP eExams test your knowledge of Nortel Networks products to ensure that you have the knowledge and tools you need to be successful. You must complete the eExam in order to achieve QSP status. eExams are recorded and count towards your Accreditation and Partner Advantage program requirements.

How long does it take to complete the training and take the tests?

Modules are self paced at the individual's leisure. Recorded Webinars run from 30 min to 90 minutes in length. The tests should take 20-30 minutes to complete, but there is a 40 minute time limit.

What happens if I fail the test?

You must achieve an 80% or better on the eExam to pass and obtain Qualified Sales Professional status for that product or solution. If you do not achieve a passing rate, you may challenge the test until you achieve the pass rate. However, each QSP challenger cannot take the same assessment test more than twice in one day with a "24 Hr. rest period". If needed, you can challenge the test again in 48 hours.

Who can challenge the test?

Any Nortel Networks Channel Partner or sales-focused employee can take the test if they have participated in the appropriate training or believe they have the appropriate knowledge.

Do the test results count toward Partner Accreditation requirement?

Yes. Results are linked to Channel Source with the Technical Certifications.

If a Partner has already met their Sales Accreditation requirements do they need to re-test?

Refer to the applicable Accreditation program for more details. See the Accreditation Web site for more information

<https://app12.nortelnetworks.com/cgi-bin/partnerPage.cgi?curOid=12460&filename=/programs/accred/index.html>

(Cut and paste this link into your browser to access the Accreditation site.)

Where do I get more information?

All of the information on the Qualified Sales Professional Program is located on the PIC via the Channel Partner Training page or you can access the [web page directly](#).

If you have further questions once you access the Web site please contact your Nortel Representative or send an email to examtool@nortelnetworks.com.