



## Oracle Engagement Cloud (Sales and Service) Training and Certification

### Make Better Implementation Decisions, Drive Better Outcomes

It is no surprise that we see a direct correlation between trained and certified teams and successful implementation projects. Why? Because implementation training teaches best practices and helps you make better implementation decisions – and better implementation decisions lead to smoother transitions to the new technology, stronger user adoption, and faster realization of the business benefits you want.

**So, be sure to confirm that your implementation partner’s personnel are trained and certified on the Oracle Cloud software that you plan to implement.** Use the [Verify Badges](#) site to see the current certifications for your project team members. (Ask your consultants to set their Badge Visibility to “Public” if you cannot find them on the site.) If you have not engaged an implementation partner yet, consider engaging an [Oracle Cloud Excellence Implementer \(CEI\)](#) to help you with your project.

In addition, equipping employees in your own organization with the knowledge and skills they need for implementation, adoption, and administration of your Cloud applications is key to your success. Implementation team members and future application super users can all benefit from training and optional certification exams.

### How Can I Find Training and Certification?

The best way to access training and certification is through an [Oracle Cloud Learning Subscription](#), which offers 24/7 access to complete sets of skill-based learning, skill checks and hands-on labs aligned to job roles and capabilities. There several training paths are available for Engagement Cloud (Sales and Service) implementation team members.

**ORACLE** Cloud

*“Certified specialized consultants are recognized by Oracle and preferred by customers.”*

#### TARGET AUDIENCE

- Technical Implementer
- Functional Implementer
- Functional Architect
- Project Manager
- Super User



*“The CEI Program builds a portfolio of highly capable implementation firms backed by Oracle’s full support to ensure customer satisfaction and successful implementations, helping customers realize the full value of Oracle Cloud.”*

*Camillo Speroni  
Vice President, Worldwide  
Strategic Alliances, Oracle*

**ORACLE**

Start with: **Sales Cloud Implementation Essentials** (Sales Force Automation),  
and then Specialize your skills as needed with:

- [Customer Data Management Cloud Service Implementation](#)
- [Oracle Engagement Cloud Implementation](#)
- [Oracle Incentive Compensation Cloud Implementation](#)
- [Partner Relationship Management Cloud Service Implementation](#)
- [Sales Performance Management Cloud Service Implementation](#)

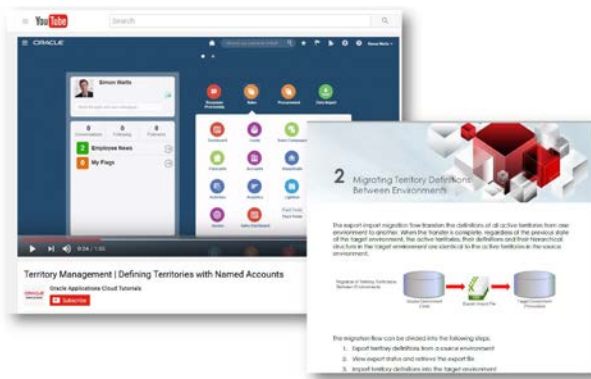
*New specialization training and exams will be added over time.*

### How Can I Get Started?

The Oracle Sales Cloud Learning Subscription gives you access to all of the core and specialized implementation training listed above. Contact [Oracle University](#) to request more information or to purchase a learning subscription.

### Are There Any Additional Implementation Resources?

Intended to supplement your training, the [Oracle Engagement Cloud \(Sales and Service\) Resource Centers](#) are collections of resources for key topics. Go to a Resource Center when you want to find recommended documents, videos, and best practice materials to help you implement Oracle Engagement Cloud applications.



Key resources in a variety of formats help you implement Oracle Engagement Cloud features and modules.



*“As the product changes, I can keep my skills up-to-date.”*

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