



SOTI
CERTIFIED

SOTI CERTIFICATION PROGRAM OVERVIEW

The **SOTI Certification Program** enables SOTI's customers and partners to validate their knowledge and skill set while earning formal recognition of their expertise. The program includes eight exams tailored to specific learner personas and SOTI products, addressing the diverse needs of our customers and partners.

To become **SOTI Certified**, participants must successfully complete a timed, open-book online exam delivered through the SOTI University Learning Management System. Upon passing, a downloadable certificate and shareable badge are provided as proof of achievement.

SOTI Altitude Partners have access to these exams through SOTI University.

SOTI Customers are required to have SOTI University access prior to purchasing any SOTI Certified Exams. SOTI University access can be obtained through a paid Support Entitlement or through a separate standalone purchase of SOTI University.




For more information, please contact your SOTI Sales Account Representative or Partner Representative.

SOTI MobiControl 2026.0 Certifications

Recommended Web-Based Training	Competencies	Questions & Scoring	Resources
 <p>SOTI MobiControl Solutions Architect (MSA) 2026.0</p> <p>SOTI MobiControl Fundamentals + Administration Complete Series</p> <p>1+ year experience managing and optimizing a SOTI MobiControl environment</p>	<ul style="list-style-type: none"> Implementing and Managing SOTI MobiControl Deployment Server Utilizing and Understanding Deployment Server Extensions Implementing and Managing SOTI MobiControl Management Service Utilizing and Configuring SOTI Search for System Insights Deploying and Maintaining the SOTI MobiControl Signal Service Architecting and Administering ERG (Enterprise Resource Gateway) Umbrella Tuning SOTI MobiControl Components for Performance Optimization Managing and Maintaining SOTI MobiControl System Certificates 	<ul style="list-style-type: none"> Configuring and Analyzing System Logging for Server Components Utilizing and Navigating the SOTI MobiControl Administration Utility Generating Client ID and Client Secret via the Swagger Interface Applying Database Functionalities and Best Practices Integrating Platform and Identity Providers Designing and Implementing SOTI VPN Infrastructure and Architecture Configuring and Supporting Remote Control Capabilities and Backend Services Deploying, Monitoring, and Troubleshooting SOTI Services <p>50 Questions out of a randomized question bank</p> <p>Passing Score: 75%</p> <p>Time Duration: 2.5 hours</p>	<p>Getting Started with SOTI MobiControl</p> <p>SOTI MobiControl Online Help Documentation</p> <p>SOTI MobiControl Knowledge Base Articles</p>
 <p>SOTI MobiControl Administrator (MCA) 2026.0</p> <p>SOTI MobiControl Fundamentals + Administration Complete Series</p> <p>6+ months experience managing devices</p>	<ul style="list-style-type: none"> Managing Multi-Platform Device Lifecycle Operations Deploying and Maintaining Applications Across Platforms Configuring Device Profiles, Policies and Controls Providing Remote Support and Real-Time Device Assistance Optimizing Enterprise Scalability and System Performance Administering Users, Roles and Access Controls Managing SOTI MobiControl Services and External Integrations Configuring and Applying Signal Policies Effectively 	<ul style="list-style-type: none"> Controlling Patch Deployment and OS/Software Updates Configuring and Governing Global System Settings Troubleshooting and Problem-Solving across Components Utilizing Advanced SOTI MobiControl Web Console Capabilities Automating Workflows and Integrations Using APIs Monitoring System Health and Ensuring Operational Stability Collecting, Analyzing & Interpreting Logs Setting Up and Using Shared Device Mode <p>45 Questions out of a randomized question bank</p> <p>Passing Score: 80%</p> <p>Time Duration: 2 hours</p>	<p>SOTI MobiControl Introduction</p> <p>SOTI MobiControl Navigate the Web Console</p> <p>SOTI MobiControl Android Enrollment</p> <p>SOTI MobiControl Online Help Documentation</p> <p>SOTI MobiControl Knowledge Base Articles</p>
 <p>SOTI MobiControl Technician (MST) 2026.0</p> <p>SOTI MobiControl Fundamentals Complete Series</p> <p>6+ months experience managing devices</p>	<ul style="list-style-type: none"> Navigating the Web Console Understanding of Device Management Performing Remote Control on Devices Working with Android Enterprise and OEM Ecosystems Configuring Lockdown and Kiosk Mode Deploying App Policies and Applying Managed App Configurations Working with Packages and Content Library Using SOTI Search Efficiently Collecting Logs for Troubleshooting 	<ul style="list-style-type: none"> Using Signal Policies Working with SOTI Apps Creating and Using Custom Attributes/Custom Data Values Supporting Windows Devices Supporting iOS and macOS Setting Up File Sync Policies Generating and Interpreting Reports Configuring Global Settings and Services Supporting Third-Party Integrations with External Services <p>40 Questions out of a randomized question bank</p> <p>Passing Score: 80%</p> <p>Time duration: 2 hours</p>	<p>SOTI MobiControl Playlist</p> <p>SOTI MobiControl Online Help Documentation</p> <p>SOTI MobiControl Knowledge Base Articles</p>



SOTI XSight 2026.0 Certifications

Recommended Web-Based Training	Competencies	Questions & Scoring	Resources
 <p>SOTI XSight Operational Intelligence (XOI) 2026.0</p>	<p>SOTI XSight Complete Series</p> <p>6+ months experience with the SOTI XSight Console</p> <ul style="list-style-type: none"> • Creating and Configuring Analysis (Generic) Profile • Configuring and Analyzing Watchlists • Analyzing Battery Status Dashboard • Examining Network/Data Dashboards (Data, Cellular and Wi-Fi) • Analyzing Smart Battery Dashboard • Interpreting Device Spotlight • Configuring the Dashboards (Charts and Time Filters) • Generating Reports/Exports • Performing and Customizing Search Functions • Configuring SOTI XSight Agents Deployment • Utilizing Personal Shopper Utilization Dashboard 	<p>40 Questions</p> <p>Passing Score: 80%</p> <p>Time duration: 2 hours</p>	<p>Feature Focus: Configuring SOTI XSight Live View</p> <p>How To: Get Started with SOTI XSight Live View</p> <p>How To: Configure SOTI XSight Live View</p> <p>SOTI XSight Online Help Documentation</p>
 <p>SOTI XSight Live View & Indoor Location (XLI) 2026.0</p>	<p>SOTI XSight Complete Series</p> <p>6+ months experience with the SOTI XSight Console</p> <ul style="list-style-type: none"> • Creating and Configuring a New View • Utilizing Standard Topics in a New View • Creating Custom Topics • Starting and Using a View • Using Display Modes (Map, List, Table) • Saving and Using a Session • Using Control Panel and Network Links • Setting up Live View Window Configuration • Creating and Utilizing Shared Topics • Creating and Managing Indoor Location + Camera Stream, Access Points and SOTI XSight Video Agent • Creating Events • Utilizing System View • Configuring Live View API • Utilizing Live View API Export Utility • Determining Business Value • Utilizing In-App Monitoring 	<p>40 Questions</p> <p>Passing Score: 75%</p> <p>Time duration: 2 hours</p>	<p>How To: Use SOTI XSight Watchlist for Proactive Device Monitoring</p> <p>How To: Optimize Your Apps with App Usage Dashboards</p> <p>How To: Optimize Battery Performance with Battery & Smart Battery Dashboards</p>
 <p>SOTI XSight Incident Management & Advanced Diagnostics Professional (XID) 2026.0</p>	<p>SOTI XSight Complete Series</p> <p>6+ months experience with the SOTI XSight Console</p> <ul style="list-style-type: none"> • Creating Incidents • Managing Incidents – Set Priority, Assign Tags, Assign Users to Incidents • Working with Incident Management Dashboard • Adding Attachments to Incidents (Snapshot, Logs, etc.) • Initiating Remote Control • Working with SOTI XSight Chat Service Capabilities • Performing Device Actions and Diagnostics via Remote Control on Android Devices • Managing Service Level Agreement (SLA)s • Setting up Email and Configuration (Inbound, Outbound) • Defining Group Roles • Configuring Notifications • Designing Workflows • Managing the Incident Management Dashboard (Administrator) • Initiating Live Support (Text, Voice, Video) From Console, Agent and Support Queues • Understanding Remote Control and Chat Services • Configuring ServiceNow Integration 	<p>40 Questions</p> <p>Passing Score: 75%</p> <p>Time duration: 2 hours</p>	<p>SOTI XSight Online Help Documentation</p> <p>SOTI XSight Knowledge Base Articles</p>



SOTI Connect 2026.0 Certifications

Recommended Web-Based Training	Competencies	Questions & Scoring	Resources
 <p>SOTI Connect Administrator (SCA) 2026.0</p> <p>SOTI Connect Complete Series</p> <p>6+ months experience with managing printers with SOTI Connect</p>	<ul style="list-style-type: none"> Setting up and Installing SOTI Connect Setting up and Deploying Root Certificate Registering Protocol Adapters: REST vs MQTT vs SNMP Implementing Clustering: Management Service (MS), Protocol Adapters (PA) and File Store (FS) Clusters Discovering Devices Using System Management Configuring Authentication and Authorization Creating and Managing Device Type Definition Defining and Managing Users and Permissions Using Network Inventory Locating System Component Logs Verifying Certified and Supported Devices 	<p>45 Questions</p> <p>Passing Score: 80%</p> <p>Time duration: 2 hours</p>	<p>Getting Started with SOTI Connect</p> <p>Introduction to SOTI Connect Components</p> <p>SOTI Connect Online Help Documentation</p> <p>SOTI Connect Knowledge Base Articles</p>
 <p>SOTI Connect Technician (SCT) 2026.0</p> <p>SOTI Connect Complete Series</p> <p>6+ months experience with managing printers with SOTI Connect</p>	<ul style="list-style-type: none"> Using SOTI Connect Interface Accessing Devices Menu Viewing Device Information Menu Creating and Managing Rules Configuring Filestore Reviewing and Analyzing Logging Managing and Deploying Certificates Building with Design Studio Configuring Data Archival Defining and Applying Configurations Creating and Viewing Reports Customizing Console Settings Integrating the SOTI ONE Platform Registering Protocols Configuring and Assigning Permissions 	<p>40 Questions</p> <p>Passing Score: 80%</p> <p>Time duration: 2 hours</p>	<p>SOTI Connect Playlist</p> <p>SOTI Connect Online Help Documentation</p> <p>SOTI Connect Knowledge Base Articles</p>

