



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 Academy 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 Academy.

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

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"> • Installing & Enrolling SOTI Xtreme Hub • SOTI MobiControl Deployment Server • Deployment Server Extension • SOTI MobiControl Management Service • SOTI Search • SOTI MobiControl Signal Service • ERG (Enterprise Resource Gateway) Umbrella & Its Subcomponents • Tuning SOTI MobiControl Components for Optimization • Managing SOTI MobiControl System Certificates <ul style="list-style-type: none"> • SOTI MobiControl System Logging for Server Components • SOTI MobiControl Administration Utility • Create Client ID & Client Secret (Demonstrate the Swagger Page) • Database Functionalities & Best Practices • Platform & Identity Integrations • SOTI VPN (Infrastructure & Architecture) • Remote Control • SOTI Services - Ports 	<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"> • Multi-Platform Device Lifecycle Management From Enrollment & Provisioning to Decommissioning • Application Management • Device Profile Management, Compliance & Restriction Controls • Remote Support, Monitoring & Diagnostics • Enterprise Scalability & Performance Optimization • User Roles, Permissions & Administrative SOTI MobiControl • Web Console Management • Manage SOTI MobiControl Services & External Services <ul style="list-style-type: none"> • Using Signal Policies • Patch Management & Update Control • Global Settings • Troubleshooting & Problem-Solving Across Components • Advanced SOTI MobiControl Web Console Capabilities • APIs • System Health & Advanced Diagnostics Dashboards • Log Analysis & Collection • Stella 	<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"> • Web Console Navigation • Device Management Expertise • Remote Control a Device • Android Enterprise & OEM Ecosystems • Lockdown/Kiosk Mode Configuration • Packages & Application Deployment & Managed App Configuration • SOTI Search Functionality • Diagnostics & Log Collection • Signal Policies • SOTI Surf, SOTI Hub & Settings Manager, SOTI VPN • Custom Attributes/Custom Data Values <ul style="list-style-type: none"> • Windows Platform • iOS Platform • Shared Device Setup & User Experience • File Sync Policies & File Manager • Compliance Policies • Reports • Global Settings • Third-Party Integrations • Common Troubleshooting Situations 	<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



SOTI XSight
Operational
Intelligence (XOI)
2026.0

SOTI XSight Complete Series
6+ months experience with the
SOTI XSight Console

- Create & Configure Analysis (Generic) Profile
- Configuring & Analyzing Watchlists
- Battery Status Dashboard
- App Dashboards (App Usage, App Usage Shift, Web App Usage)
- Network/Data Dashboards (Data, Cellular, & Wi-Fi)
- Smart Battery Dashboard
- Device Spotlight

Competencies

- Configuring the Dashboards (Charts & Time Filters)
- Generating Reports/Exports
- Perform & Customize Search Functions
- SOTI XSight Agents Deployment
- Personal Shopper Utilization Dashboard
- Snap Analytics
- Find Device
- VPN Analytics

Questions & Scoring

40 Questions

Passing Score: 80%

Time Duration: 2 hours

Feature Focus: Configuring SOTI XSight Live View

How To: Get Started with SOTI XSight Live View

How To: Configure SOTI XSight Live View

SOTI XSight Online Help Documentation



SOTI XSight
Live View & Indoor
Location (XLI) 2026.0

SOTI XSight Complete Series
6+ months experience with the
SOTI XSight Console

- Creating & Configuring a New View
- Standard Topics in a New View
- Creating Custom Topics
- Starting & Using a View
- Display Modes (Map, List, Table)
- Saving & Using a Session
- Control Panel & Network Links
- Live View Window Configuration
- Shared Topics

- Indoor Location & Camera Stream, Access Points, & SOTI XSight Video Agent
- Events
- System View
- Live View API
- Live View API Export Utility
- Business Value
- In-App Monitoring

40 Questions

Passing Score: 75%

Time Duration: 2 hours

How To: Use SOTI XSight Watchlist for Proactive Device Monitoring

How To: Optimize Your Apps with App Usage Dashboards

How To: Optimize Battery Performance with Battery & Smart Battery Dashboards



SOTI XSight
Incident Management & Advanced Diagnostics Professional (XID) 2026.0

SOTI XSight Complete Series
6+ months experience with the
SOTI XSight Console

- Create Incidents
- Managing Incidents - Set Priority, Assign Tags, Assign Users to Incidents
- Working with Incident Management Dashboard
- Adding Attachments to Incidents (Snapshots, Logs, etc.)
- Initiating Remote Control
- Working with SOTI XSight Chat Service Capabilities
- Performing Diagnostic & Remote Control Capabilities for Android (Video Recording & Screencapture, Whiteboarding, Device Actions through Remote Control, Sending Scripts, Lockdown, Use Admin, Enable Debugging Logs (ADB), Device

- Configuration/Snapshot)
- Manage Service Level Agreements (SLAs)
- Setting up Email & Configuration (Inbound, Outbound)
- Group Roles
- Notifications
- Workflow
- Managing the Incident Management Dashboard (Administrator)
- Live Support (Text/Voice/Video) From Console, Agent & Support Queues
- Understanding Remote Control & Chat Services
- Service Now Integration

40 Questions

Passing Score: 75%

Time Duration: 2 hours

SOTI XSight Online Help Documentation

SOTI XSight Knowledge Base Articles



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 6+ months experience with managing printers with SOTI Connect</p>	<ul style="list-style-type: none">Administrator Level CompetenciesSetup & Install SOTI ConnectRoot Certificate Purpose & SetupProtocol Adapters: REST vs MQTT vs SNMP & EnrollmentClustering: MS, PA Prerequisites & Process, FS ClusterDevice Discovery Requirement & ProcessRules & Configurations <ul style="list-style-type: none">System Management Page: Purpose, Features, FunctionsAuthentication & Authorization OptionsDevice Type DefinitionsUsers & Permissions CapabilitiesNetwork Inventory View PurposeSystem Component Logs LocationCertified & Supported Devices ListConnect Administration Utility	45 Questions Passing Score: 80% Time Duration: 2 hours	Getting Started with SOTI Connect Introduction to SOTI Connect Components SOTI Connect Online Help Documentation SOTI Connect Knowledge Base Articles
 <p>SOTI Connect Technician (SCA) 2026.0</p> <p>SOTI Connect Complete Series 6+ months experience with managing printers with SOTI Connect</p>	<ul style="list-style-type: none">SOTI Connect InterfaceDevices MenuDevice Information MenuRulesFilestoreLoggingCertificatesDesign Studio <ul style="list-style-type: none">ArchivalConfigurationReportsConsoleSOTI ONEProtocolsPermissionsTroubleshooting	40 Questions Passing Score: 80% Time Duration: 2 hours	SOTI Connect Playlist SOTI Connect Online Help Documentation SOTI Connect Knowledge Base Articles

