

Q: Who can take advantage of the Cisco CCIE® Collaboration certification conversion program?

A: The CCIE Voice to CCIE Collaboration certification conversion program is intended for those who have an active or suspended CCIE Voice certification as of February 13, 2013. You can check your status in the [Cisco Certification Tracking System](#).

Q: What is the program?

A: The program allows CCIE Voice certification holders to 1) keep their existing CCIE Voice certification or 2) convert a CCIE Collaboration certification, or 3) attain both a CCIE Voice certification and a CCIE Collaboration certification.

Q: Where can I get more information or talk to someone about my eligibility and status?

A: You can get more information by visiting the [CCIE Voice Certification to CCIE Collaboration Certification Evolution Update web page](#) as well as submitting an online Cisco certification support case at <http://ciscocert.force.com/english>.

Q: When does the program take effect and when does it end?

A: The conversion program takes effect beginning November 21, 2013. From then until February 13, 2016, you can open a case to permanently convert your CCIE Voice certification to CCIE Collaboration, after passing the CCIE Collaboration Written Exam. CCIE Collaboration certification conversion titles will take effect starting on February 14, 2014. Note that the CCIE Voice to CCIE Collaboration conversion program is a permanent and final certification conversion. Once your certification is exchanged and the new CCIE Collaboration certification is provided, you will not be able to use the CCIE Voice certification title any longer and will not be able to regain the CCIE Voice certification in the future.

Q: Why is Cisco implementing this conversion program?

A: Learning@Cisco is committed to helping the expert Voice technical community to transition to the recently announced CCIE Collaboration certification. In this effort, providing a smooth transition path from the CCIE Voice certification to the CCIE Collaboration certification is crucial. Existing CCIE Voice certification holders have a number of options available to them when deciding which CCIE certification to renew or pursue, and the conversion program aims to make each option straightforward.

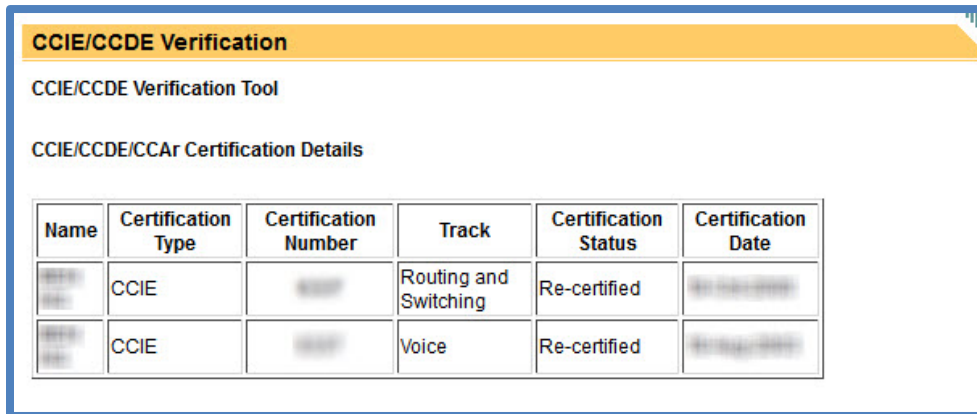
Q: How can I participate?

A: Eligibility requires a CCIE Voice certification (active or suspended) as of February 13, 2014. Conversion program candidates will need to do the following:

- A. Pass the CCIE Collaboration Written Exam
- B. Request a permanent CCIE Voice to CCIE Collaboration certification conversion by submitting an online Cisco certification support case at <http://ciscocert.force.com/english> and including the following information:
 1. Candidate ID
 2. Name
 3. CCIE number
 4. Description: CCIE Voice to CCIE Collaboration Conversion Program
 5. Date (mm/dd/yyyy) of the CCIE Collaboration written exam pass

Q: Will I and or my employers be able to access or show my CCIE Voice history? How will it appear?

A: Once you have completed the conversion to the CCIE Collaboration program, the verification tool will display only a single title of CCIE Collaboration under “Certification Type.” However, the “Certification Date” will show the date on which you passed the CCIE Voice lab. So, if the date shown is before February 14, 2014, your date will be “converted” to CCIE Collaboration; if the date is on or after February 14, 2014, the individual actually passed the CCIE Collaboration lab exam. Here is a sample of the layout for illustration purposes:



The screenshot shows a web interface titled "CCIE/CCDE Verification". Below the title is the text "CCIE/CCDE Verification Tool" and "CCIE/CCDE/CCAr Certification Details". A table with 6 columns is displayed:

| Name | Certification Type | Certification Number | Track | Certification Status | Certification Date |
|------------|--------------------|----------------------|-----------------------|----------------------|--------------------|
| [Redacted] | CCIE | [Redacted] | Routing and Switching | Re-certified | [Redacted] |
| [Redacted] | CCIE | [Redacted] | Voice | Re-certified | [Redacted] |

Q: Will I be able to keep my same CCIE Voice number for the CCIE Collaboration certification?

A: Yes, your CCIE number will stay the same.

Q: If I take the CCIE Voice lab exam and do not pass prior to February 14, 2014, what exam should I take the next time?

A: After February 13, 2014, you will only be able to attempt the CCIE Collaboration Lab Exam until your CCIE Voice Written Exam expires. Please refer [here](#) for CCIE Written Exam expiration policies.

Q: What will I receive when I convert my CCIE Voice certification to a CCIE Collaboration certification?

A: Once you convert your CCIE Voice certification to CCIE Collaboration certification you can then purchase a new CCIE plaque or certification kit. [Here are the instructions on how to order these items.](#) Note that you will not receive a new certification or plaque when you convert your CCIE voice certification to a CCIE Collaboration certification.

