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Samsung Knox Expert Overview

Samsung Electronics

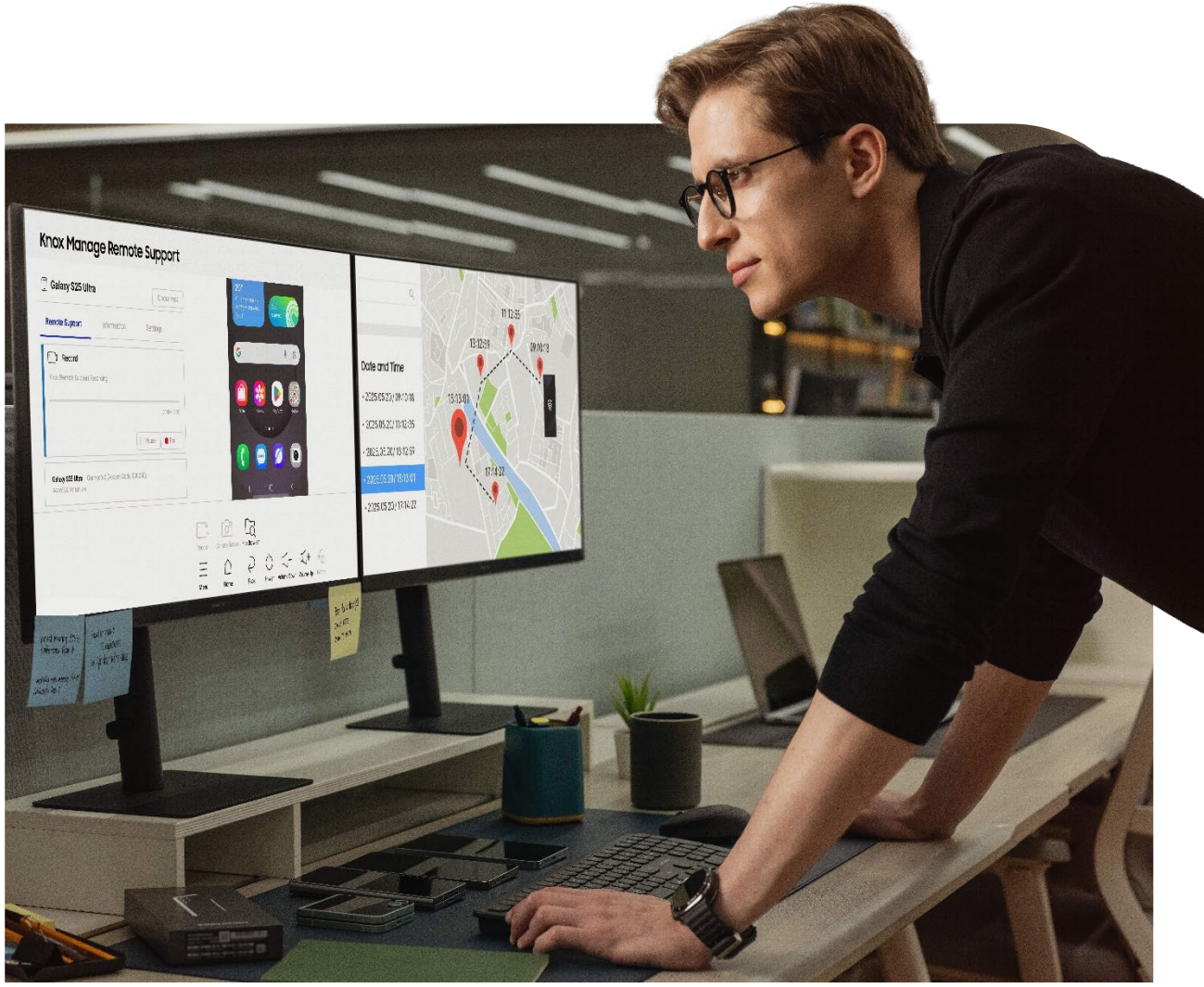
December 2025

Take the lead in Enterprise Mobility

Gain advanced knowledge and enhance your credibility in the enterprise mobility space

The Knox Expert certification is your gateway to creating innovative business solutions on Samsung's smartphones, tablets, and wearables. This course gives you the knowledge to leverage Knox platform features for elevated security, manageability, and productivity to deliver tailor-made solutions for your customers.

Become a trusted advisor in mobile security and device management. The Knox Expert certification is your key to delivering exceptional value and standing out in a competitive market.



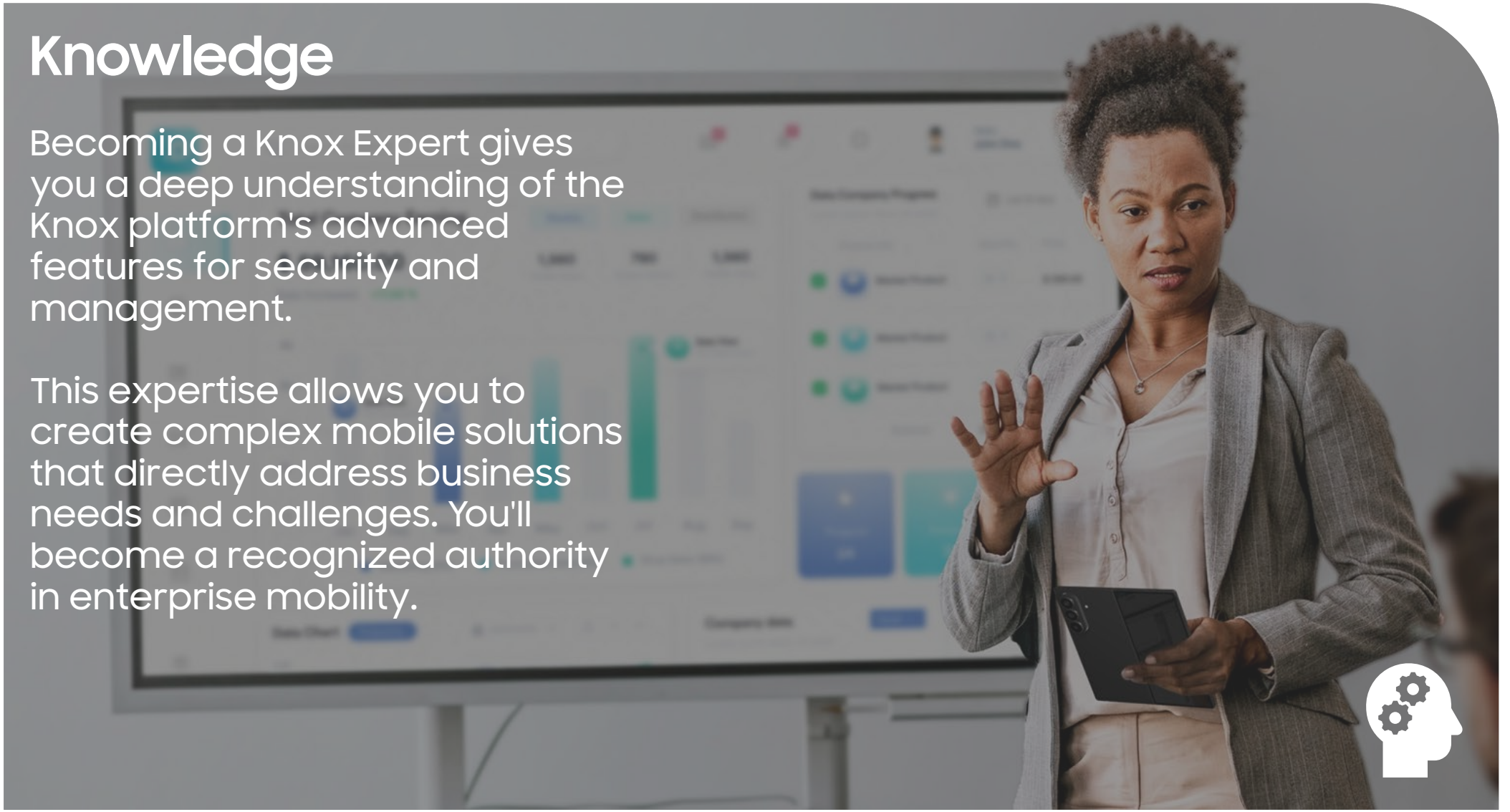
Why choose the Knox Expert certification

Why choose the Knox Expert Certification

Knowledge

Becoming a Knox Expert gives you a deep understanding of the Knox platform's advanced features for security and management.

This expertise allows you to create complex mobile solutions that directly address business needs and challenges. You'll become a recognized authority in enterprise mobility.



Trust

Community

Why choose the Knox Expert Certification

Knowledge

Trust

The Knox Expert certification is a powerful validation of your skills. It signals to customers that you are a reliable partner for their mobile infrastructure security.

This credential builds trust and confidence, providing a competitive advantage and assuring clients that their data is in expert hands.

Community

Why choose the Knox Expert Certification

Knowledge

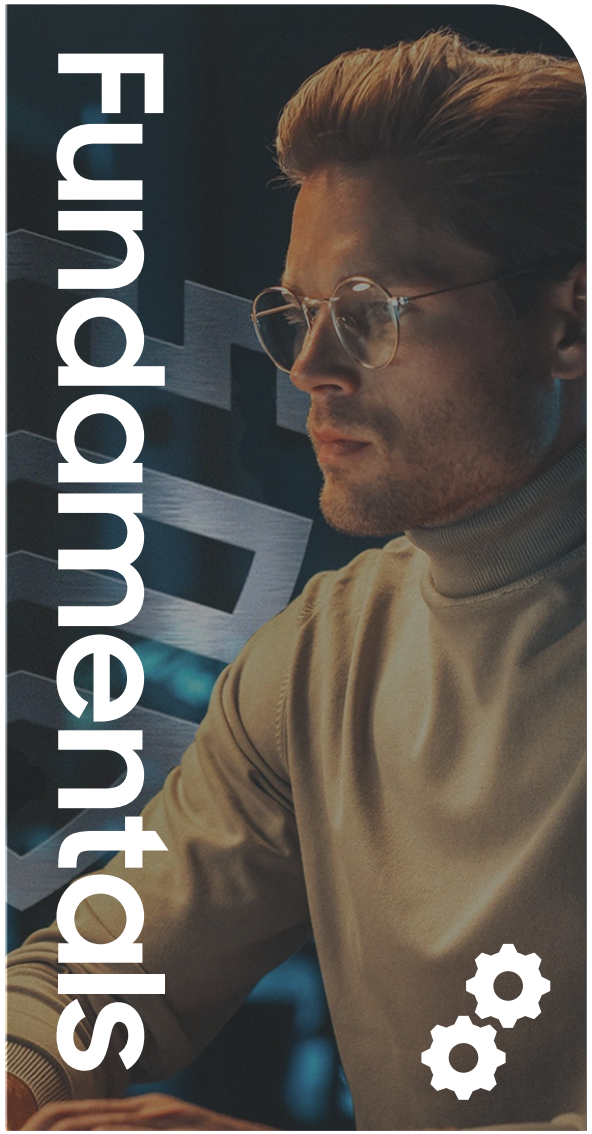
Trust

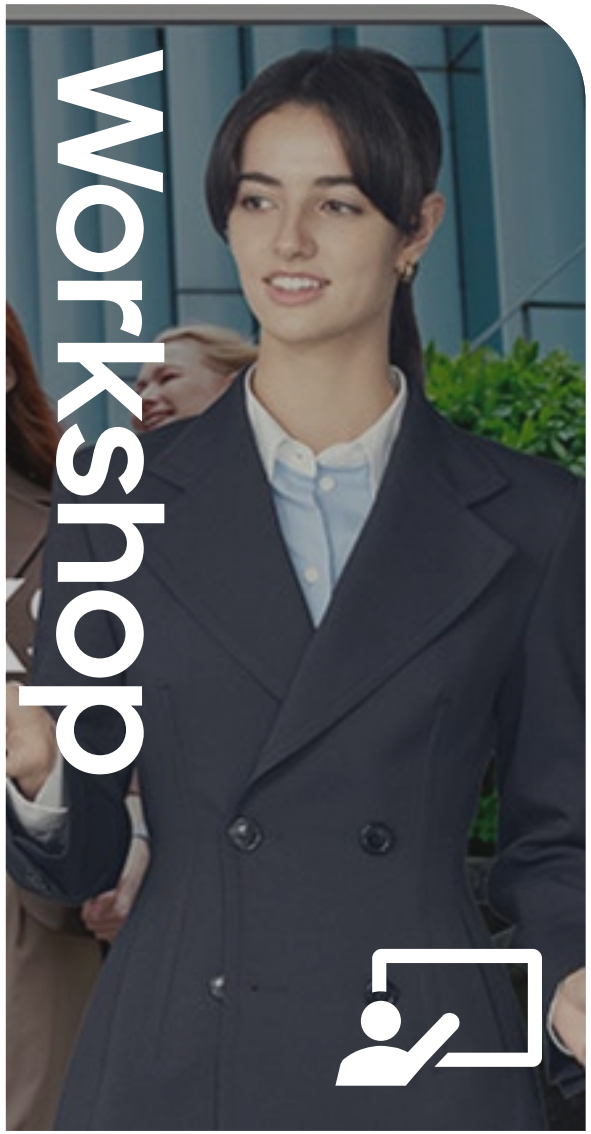
Community

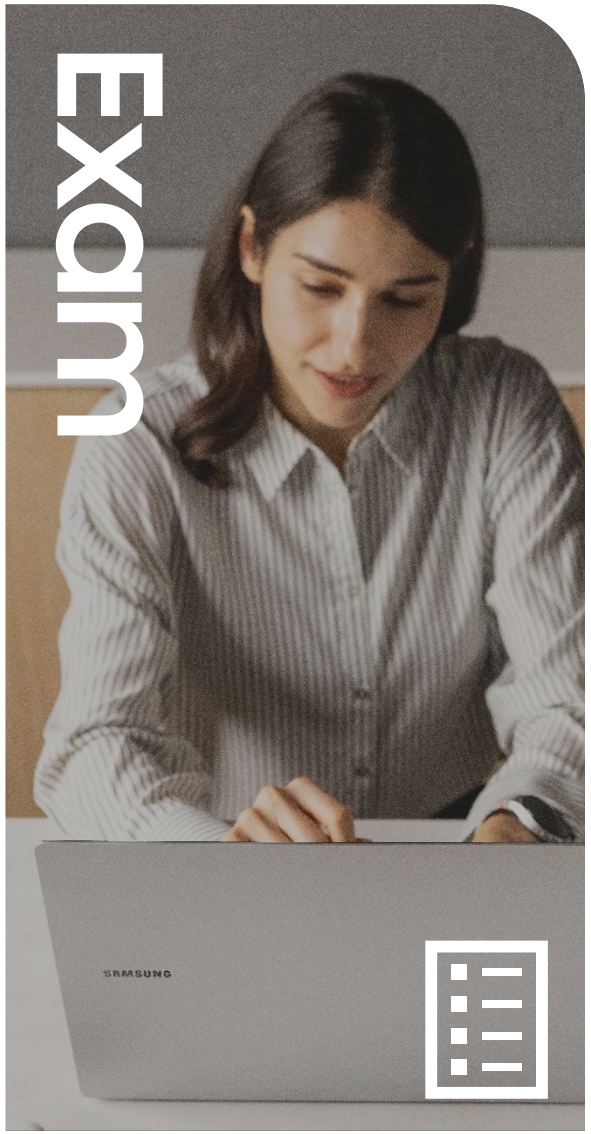
As a Knox Expert, you will be invited to join our exclusive Samsung Knox Expert Community.

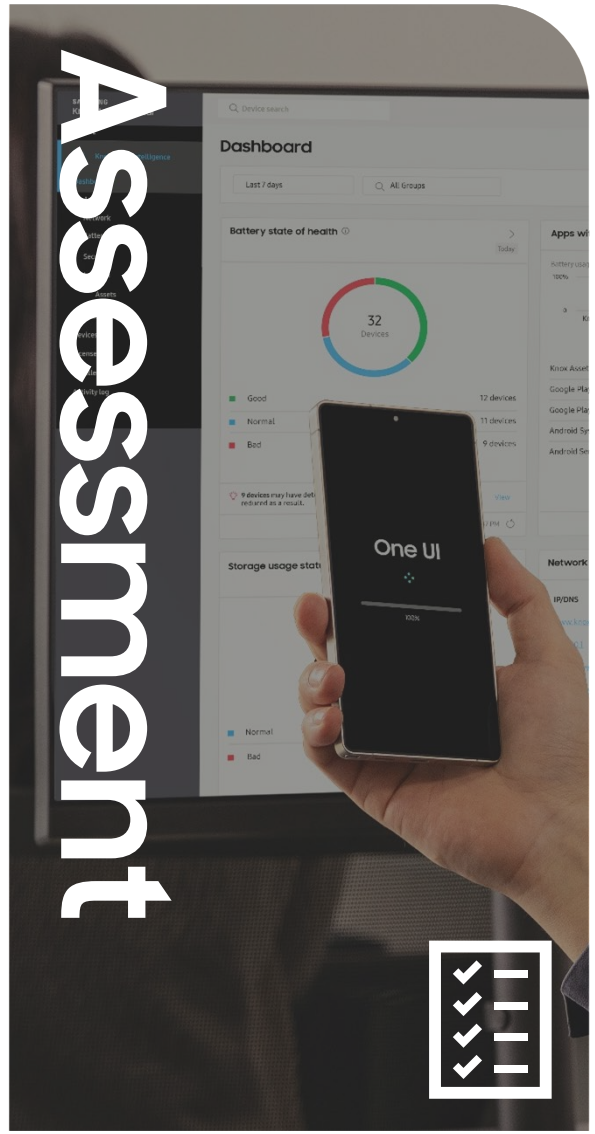
This network offers unparalleled opportunities for collaboration and growth. You'll gain access to exclusive content, expert forums, and direct channels to Samsung insiders, keeping you at the forefront of the industry.

The Course


Fundamentals


Workshop


Exam
SAMSUNG


Assessment
Dashboard
Battery state of health
32
Devices
Good
Normal
Bad
One UI

What to expect from the Knox Expert course

Knox Expert Fundamentals

Understanding the Knox customer journey:

This new course element provides a clear, structured path for partners to master the entire Knox lifecycle:

- Discovering a customer opportunity.
- Designing the optimal Knox environment.
- Managing change requests efficiently.
- Troubleshooting customer issues effectively.

You will actively perform tasks throughout the course, enabling you to build the practical skills needed to complete the final assignment and become a certified Knox Expert.

The Workshop

The Exam

The Assessment

What to expect from the Knox Expert course

Knox Expert Fundamentals

The Workshop

The Knox Expert Workshop supports participants of the Knox Expert course with a series of product centred, use-case focused sessions across two half-days.

Whilst this workshop is now optional, participants are encouraged to join to ensure they get the most out of Knox Expert.

The Exam

The Assessment

What to expect from the Knox Expert course

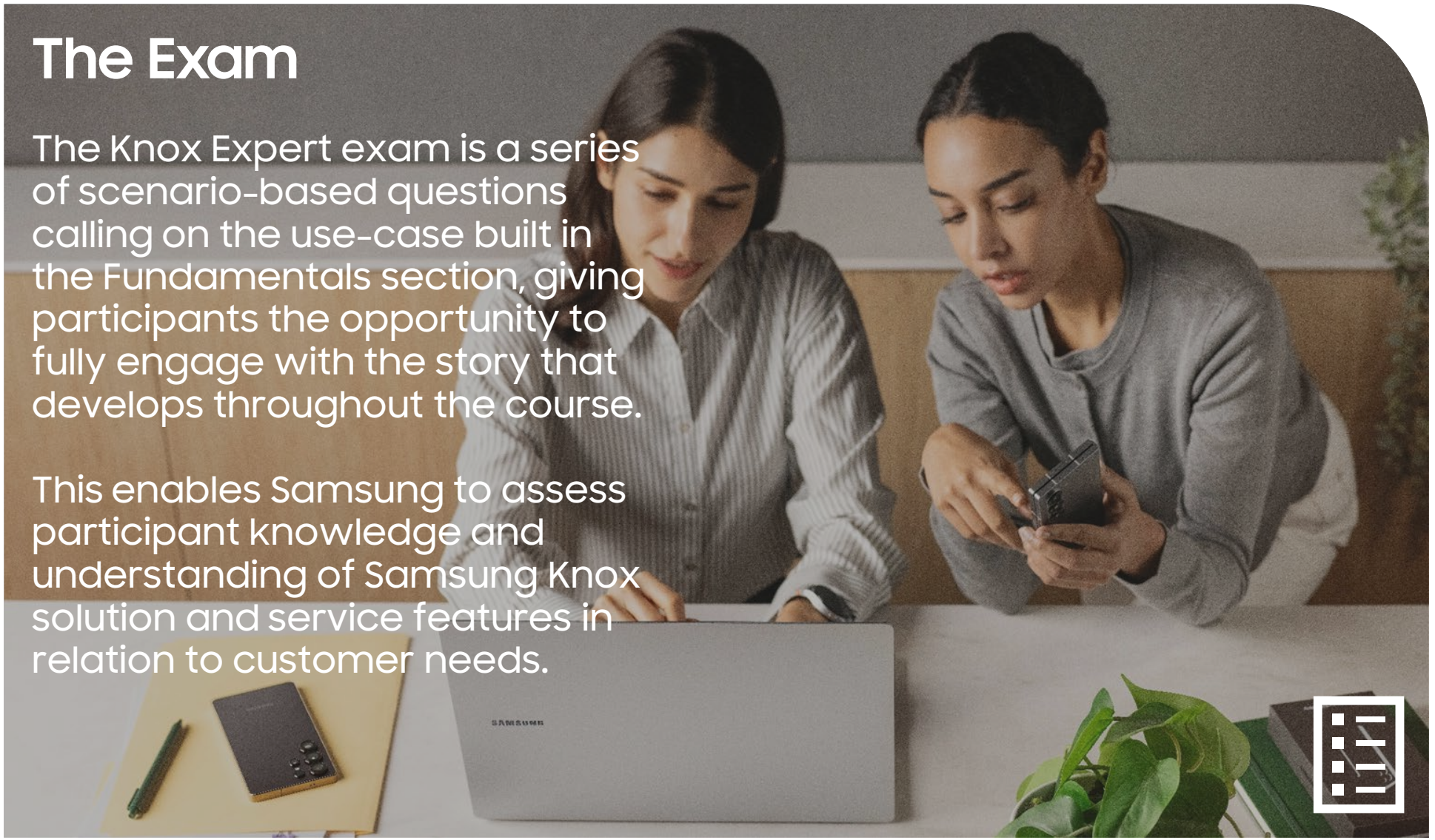
Knox Expert Fundamentals

The Workshop

The Exam

The Knox Expert exam is a series of scenario-based questions calling on the use-case built in the Fundamentals section, giving participants the opportunity to fully engage with the story that develops throughout the course.

This enables Samsung to assess participant knowledge and understanding of Samsung Knox solution and service features in relation to customer needs.



The Assessment

What to expect from the Knox Expert course

Knox Expert Fundamentals

The Workshop

The Exam

The Assessment

The assessment is also based on the use-case story that has grown throughout the Knox Expert course. This supports participants with a detailed picture of what the customer requirements are when it comes to them delivering an end assessment video.

This is the time participants can finally show what they're capable of. They should take their time, check what is being asked for is being delivered and strive for 100%!

Course FAQ

Are the any prerequisites for becoming a Knox Expert?

Yes, there are some prerequisites you should have completed before becoming a Knox Expert. These ensure all participants meet a core competency and understanding before taking the exam. You will need to have completed Knox Associate, Knox Professional and at least Android Enterprise Professional.

What other training resources are available to Samsung Knox partners?

Samsung Knox partners have access to many training courses and certifications through Samsung Business Academy (SBA)*. These include Galaxy Business Certification (device-based courses), Knox for Reseller, Knox for IT Admins and many more.

When will the Knox Expert course be available in SBA?

The Knox Expert course launches every January and will be accessible through the Samsung Business Academy (SBA)*. If you participated in the European session but are from another region, we recommend discussing the availability of the Knox Expert program with your local Samsung representative.

What languages are supported?

The course is supported in English.

*Some regions use an alternative local platform for training and certification. Please see the next page for details.

Regional training platforms

Global (except those below)

Samsung Business Academy (SBA)

Germany

Samsung Knox Academy

Netherlands

B2B S-Academy

United Kingdom

Samsung One

United States of America

Samsung Ascend

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Samsung Knox Expert Community Overview

Samsung Electronics

December 2025

Connect. Collaborate. Innovate.

Exclusive to Samsung Knox Experts.

Offering unparalleled opportunities for collaboration and growth between partners, this community provides access to exclusive content, expert discussions, and enhanced communication with Samsung teams.

A problem shared, is a problem halved.

With peer-to-peer support, you can work with like-minded Knox Experts to find solutions to the issues your customers bring daily.

Become a Samsung Knox Expert and join to get involved!

What's in the community...

What's in the community...

Home

Your main entry point, overhauled user experience for enhanced activity:

- Quickly see recent discussions and contribute.
- Stay informed on updates and announcements.

Discussion

Announcements

Product Updates

Webinars

Suggestions

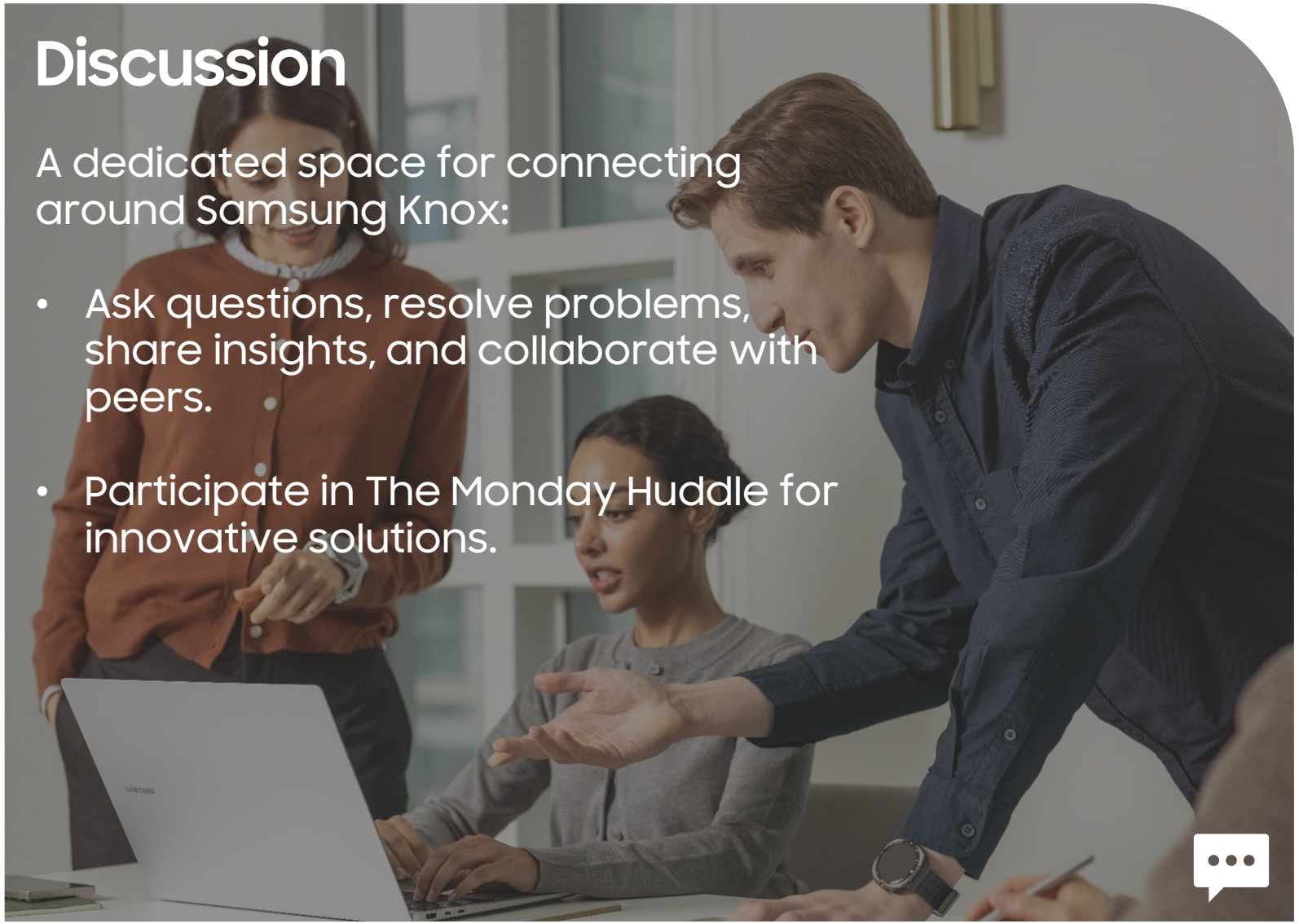
What's in the community...

Home

Discussion

A dedicated space for connecting around Samsung Knox:

- Ask questions, resolve problems, share insights, and collaborate with peers.
- Participate in The Monday Huddle for innovative solutions.



Announcements

Product Updates

Webinars

Suggestions

What's in the community...

Home

Discussion

Announcements

See what's happening in and around Samsung Knox, even with a busy inbox:

- Source for updates like service announcements, UAT availability, release note summaries and KBAs.

Product Updates

Webinars

Suggestions

What's in the community...

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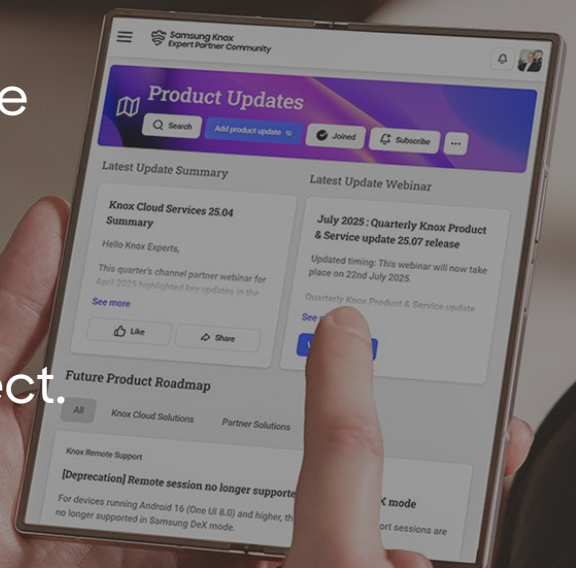
Product Updates

Your one-stop-shop for updates to Samsung Knox products, solutions and services:

- Stay informed on update summaries, webinars, roadmaps, and recent developments.
- Give your feedback direct.



Webinars

Suggestions

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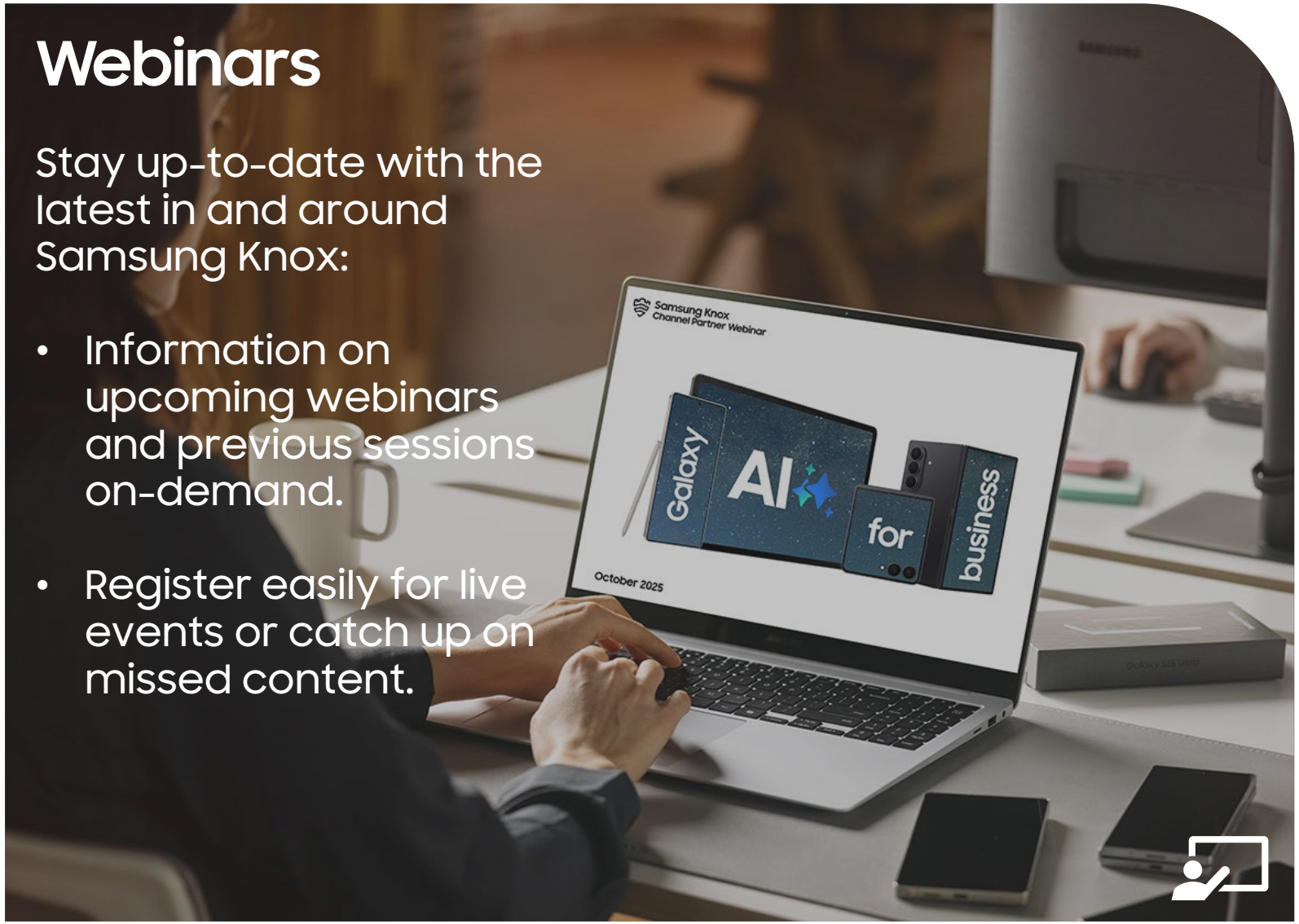
Webinars

Stay up-to-date with the latest in and around Samsung Knox:

- Information on upcoming webinars and previous sessions on-demand.
- Register easily for live events or catch up on missed content.



Suggestions

What's in the community...

Home

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Suggestions

A "safe space" for all your ideas about the community and Samsung Knox products:

- Share thoughts and ideas openly, receive community input with the prospect of your ideas reaching Samsung's B2B PM teams and building something new.

How do I join the community?

Getting access to the community is as simple as passing the Samsung Knox Expert Course!

On completion, you will be sent your personal invitation to join this exclusive support network, dedicated to ensuring Samsung Knox Experts are the best equipped to support their customers and business.

Community FAQ

How do I get access to the Samsung Knox Expert Community?

The Samsung Knox Expert Community is an invite-only space. On completion of the Knox Expert course, partners will be sent an invitation to join.

When will I receive my invitation to join the Samsung Knox Expert Community?

Your invitation should be sent within 7 days of passing the Knox Expert course.

I have not received my invitation to join the community.

Please check your spam folder for the invitation as sometimes they can be mistaken for spam and end up there! If it is still not found, please contact your local Samsung representative.

What languages are supported in the Samsung Knox Expert Community?

The community is primarily hosted in English. Posts in other languages can be translated to the members preferred language if configured. Language options are: English, French, Spanish, Turkish, Portuguese, German, Chinese (Traditional), Chinese (Simplified), Korean, Japanese, Hindi, Dutch, Polish, Romanian and Italian.

Thank you,

Future Expert.