

Getting the bpm'online certificate is a great way to confirm your knowledge and skills in the following areas:

- **Bpm'online system configuration, customization and administration** - for CRM implementation specialists, analysts, sales managers, pre-sales engineers and CRM coordinators.
- **Development on the bpm'online platform** - for programmers that develop products and solutions on the bpm'online platform
- **Bpm'online trainer** - for bpm'online analytics and development trainers in terms of Regional Language Partnership

What is the exam comprised of?

Certification for bpm'online system configuration, customization and administration
Intended for CRM implementation specialists, analysts, sales managers, pre-sales engineers and CRM coordinators.
<b>1st stage: 30 questions about the bpm'online platform</b> The examinee receives a direct link to the test in the academy. The results are recorded and saved. <b>Every question is worth 1 point.</b> Time frame: maximum <b>30 minutes</b> . If the examinee completes the test earlier, he/she can move onto the next stage, but will not be able to return to it again.
<b>2nd stage: 30 questions about a selected bpm'online product</b> For products with several configurations the questions will be formed for the product with the maximum number of configurations. The candidate will receive a direct link to the test in the academy. The results are recorded and saved. <b>Every question is worth 1 point.</b> Time frame: maximum <b>30 minutes</b> . If the examinee completes the test earlier, he/she can move onto the next stage, but will not be able to return to it again.
<b>3rd stage: 5 practical assignments</b> The examinee will receive a direct link to the trial-version. In the academy test, the examinee can see the description of the assignment and <b>the points that the examinee can earn</b> . There are two grades available: "The assignment is complete" or "The assignment is not complete". Before moving to the next assignment on the list, the examinee must confirm the completion of the current one by stating, "I am ready to be graded on the assignment No. #". The trainer will then inform him/her about the results, and record the corresponding data into the combined test results in the academy. The time allocated for this stage is until the end of the examination (no less than 60 minutes).

### Certification for development on the bpm'online platform

Intended for programmers that develop products and solutions on the bpm'online platform

**1st stage: 30 questions about the development on the bpm'online**

The examinee receives a direct link to the test in the academy. The results are recorded and saved.

**Every question is worth 1 point.**

Time frame: maximum 30 minutes. If the examinee completes the test earlier, they can move onto the next stage, but will not be able to return to it again.

**2nd stage: Practice assignment**

The examinee receives a description of the assignment. (debugging assignment and development assignment)

Before moving to the next assignment on the list, the examinee must confirm the completion of the current one by stating, "I am ready to be graded on the assignment No. #". The trainer will then inform him/her about the results, and record the corresponding data into the combined test results in the academy.

**The debugging assignment is worth 5 points.**

**The development assignment is worth 25 points.**

The time allocated for this assignment is until the end of the examination (no less than 60 minutes).

### Certification for bpm'online trainer

Intended for bpm'online analytics and development trainers in terms of Regional Language Partnership

**Cost: 300\$ per attempt**

Date & Time: Contact your Partner Account Manager for details

**Stage 1:** 120 questions about the bpm'online products, platform and development. The examinee receives a direct link to the test in the academy. The results are recorded and saved. every question is worth 1 point. Time frame: maximum 90 minutes. The pass criteria to the next stage is  $\geq 90\%$ .

**Stage 2:** Practical cases for system configuration (for analysts) or system development (for developers). The practical case is provided as a homework for 2 days before the date of case presentation. At the presentation day, the examinee presents the solution to the examiner in a live demonstration mode. The examiner asks additional questions about the case and informs about the result of the presentation after it is finished. Time frame: maximum 30 minutes.

**Stage 3:** The examinee receives 5 practical assignments (for analytics) or 1 assignment (for developers). In the test, the examinee can see the description of the assignment and the points that the examinee can earn. There are two grades: "The assignment is complete" or "The assignment is not complete". Before moving to the next assignment on the list, the examinee must confirm the completion of the current one by stating, "I am ready to be graded on the assignment No. #". The trainer will then inform the examinee about the results, and record the corresponding data into the combined test results in the academy. Time frame: maximum 60 minutes.

## What are the steps of the certification process?

The “Bpm'online system configuration, customization and administration “and “Development on the bpm'online platform” are a 1.5 hour online exams. The exam requires registration and is managed by a bpm'online instructor. The preparations and the actual certification take the following steps:

1. Registration and payment
2. Preparations
3. Examination
4. Formal results announcement

To register for the certification, you need to choose a day and available time, go to the payment page and pay for the certification. Certification is held every Friday (except holidays) at:

UK (UTC 0)	09:00-10:30
	11:00-12:30
EST (UTC -5)	09:00-10:30
	11:00-12:30
Australian Eastern Time Zone (UTC +10)	16:30-18:00

After receiving the payment, we will send you a confirmation email. You must reply to this email with a scanned copy of your ID.

Prior to the certification, you will receive an email with detailed instructions and a link to the online exam. If you do not make a payment within the 5 working days after registering, your enrollment will be canceled.

On the day and time of the exam, you will be prompted to connect to the online resource to check the following:

1. Audio and video connection
2. Your ID
3. Testing environment

The exam will start once the trainer confirms that everything is ready and complies with the certification policy.

## Certification policy

1. During the certification process, the examinee is not allowed to use the following:
  1. Printed materials
  2. Electronic devices
  3. Help from other examinees/co-workers

If one of the rules is violated, the certification results will automatically be recorded as “did not pass”.

2. The remote certification policy:
  1. Certification is conducted via GoToWebinar.
  2. During the exam, the examinee gives the examiner remote access to his/her computer.
  3. A web-camera must be turned on during the exam.
  4. The exam must be recorded.
  5. For the examination on development on the bpm'online platform, the most recent version of bpm'online sales enterprise must be deployed as a development environment.
  6. The examinee must take the exam alone in a separate room with no other computers available. The Vendor has the right to reschedule the exam if the conditions are found unsuitable.
  
3. The on-site certification policy:
  1. The certification takes place at a designated venue.
  2. The examinee must bring his/her own laptop, unless otherwise specified in the invitation.
  3. For the examination on development on the bpm'online platform, the most recent version of bpm'online sales enterprise must be deployed as a development environment.
  4. The certification is only held in the presence of an appointed employee of the Vendor.

## Exam results

A score of 60 - 85%, will result in a **Basic** certificate. A score of greater than 85%, will result in an **Advanced** certificate.

Number of points	Result
<b>Less than 60%</b>	Did not pass
<b>From 60 to 85%</b>	Basic
<b>85% and higher</b>	Advanced

The certificate is **valid for 1** year from the date of the exam.

“Advanced” level of certification enables you to be the authorized user of the bpm'online academy customer support services and get consultations on development on the bpm'online platform. For this purpose, you will have to complete the “Advanced” certification for development on the bpm'online platform.