

Bpm'online certification is a chance to confirm your knowledge and skills in one of the two areas:

- Bpm'online analyst
- Bpm'online developer

What does the certification exam consist of?

Bpm'online analyst
Intended for CRM implementation specialists, analysts, sales managers, pre-sales engineers and CRM coordinators.
<b>Stage 1: Practical “homework” assignment (performed remotely, prior to certification)</b>  After registration, the assignment is provided to the applicant 7 calendar days prior to the date of certification.  <b>The assignment contains items required for the Base level certificate. Items marked with an asterisk (*) character are intended for receiving the Advanced level certificate.</b> The assignment must be performed individually, on a separate bpm'online demo site, prior to the start of the certification.  <b>The assignment includes testing knowledge of the following functionality:</b> <ul style="list-style-type: none"><li>• Adding sections and workplaces</li><li>• Setting up business rules</li><li>• Editing existing sections</li><li>• Creating details</li><li>• Editing existing details</li><li>• Setting up permissions</li><li>• Inheriting permissions</li><li>• Adding columns to the list</li><li>• Creating dashboards</li><li>• Setting up printables</li><li>• Building cases</li><li>• Creating business processes</li><li>• Setting up filters and folders</li></ul> <b>Presenting practical assignment</b> Personal certification starts with the presentation of the completed practical assignment. Applicants who have not completed their practical assignment will not be admitted for further testing, the certification result in such case will be “Failed”.  Allocated time for presenting the assignment: <b>30 minutes</b> Maximum score for the correctly completed and presented assignment: <b>50 points</b>

## **Stage 2: Testing the knowledge of the selected bpm'online product, platform and features**

The applicant receives a direct link to the test on the academy website. The results are recorded and saved automatically.

### **Test questions cover the following topics:**

- The selected product
- Marketplace
- Licensing models
- Understanding of bpm'online integration features
- Understanding of object models and relational databases
- Bpm'online architecture
- Delivery management

In case of products with several configurations (e.g., sales, service), questions will cover the product with the maximum features (e.g., sales enterprise, service enterprise).

Allocated time: **30-45 minutes**. If an applicant performs the assignment earlier, they can move on to the next stage, but will not be able to revert.

Maximum score (all test questions are answered correctly): **30 points**

## **Stage 3: Interview on business analyst competences**

The applicant receives a set of questions on business analyst competences. This stage is held in the form of an interview with a trainer, afterwards the trainer informs the result and records the corresponding data into the combined test results on bpm'online academy.

### **Interview questions cover the following topics:**

- Bpm'online business modelling
- Requirement collection
- Solving project issues

**The time allocated for this assignment is any time remaining until the end of the certification (no less than 30 minutes).**

Maximum score: **20 points**

### Bpm'online developer

Intended for project solution developers and bpm'online platform products.

#### Stage 1: Practical "homework" assignment (performed remotely, prior to certification)

After registration, the assignment is provided to the applicant 7 calendar days prior to the date of certification.

**The homework contains items required for the Base level certificate. Items marked with an asterisk (\*) character are intended for receiving the Advanced level certificate.**

The assignment must be performed individually, on a separate bpm'online demo site prior to the start of the certification.

**The assignment tests the following skills:**

- Individual development skills
- Client- and server-side debugging
- Using built-in customization tools

#### Presenting practical assignment

Personal certification starts with the presentation of the completed practical assignment.

Applicants who have not completed their practical assignment will not be admitted for further testing, the certification result in such case will be "Failed".

Allocated time: **30-45 minutes**

Maximum score for the correctly completed and presented assignment: **50 points**

#### Stage 2: Testing

**The applicant receives a direct link to the test on the academy website.** The results are recorded and saved automatically.

**Test questions cover the following topics:**

- Knowledge of technical base and development architecture on the bpm'online platform
- Customization tools
- Knowledge of server and client development
- Client and server side debugging skill

**The time allocated for this assignment is any time remaining until the end of the certification (no less than 45 minutes).**

Maximum score for the correct assignment: **50 points**

## What are the steps of the certification process?

The certification process is a 1.5 hour-long online certification. The certification is held individually by an Academy trainer upon prior registration. Preparation and conducting the certification includes several stages:

1. Registration and payment.
2. Certification arrangements, prior preparation and performing the practical assignment.
3. Conducting the certification.
4. Registration of results.

To **register for the certification**, select a day and a free time slot, go to the payment page and pay for the certification.

The certification is held **every working Friday** with five timeslots a day:

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

After receiving the payment, we will send you a confirmation email.

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

On the day and time of the certification, the applicant connects to the online resource and performs a pre-certification checkup:

1. Audio and video connection check.
2. Verification of your ID.
3. Demonstration of the applicant's environment (bpm'online demo website with completed assignment) and verification of its readiness as per the below rules.
4. Certification timer starts.

## Certification procedure

1. During the **certification** process, the applicant is not allowed to use the following:
  - Printed materials
  - External electronic devices
  - Prompts from other applicants/co-workers

If one of the rules is violated, the certification results will automatically be recorded as "Failed".

2. The **remote certification policy**:
  1. Certification is conducted via Zoom software.
  2. During the certification, the applicant shares their screen with the trainer.
  3. A web-camera must be turned on during the certification.
  4. The certification is recorded.
  5. For the certification on bpm'online platform **development**, the latest version of bpm'online sales enterprise must be deployed as a development environment.
  6. The applicant must take the certification alone in a separate room with no other computers available. The trainer reserves the right to reschedule the certification if the conditions are found unsuitable prior to the certification.
3. The on-site certification policy:
  1. The certification takes place at a designated venue.
  2. The applicants must bring their own laptop, unless otherwise was specified in the certification invitation.
  3. For the certification on bpm'online platform **development**, the latest version of bpm'online sales enterprise must be deployed as a development environment on the applicant's laptop. The certification is only held in the presence of an appointed trainer or other appointed bpm'online employee.

## Certification results

A score of more than **85%** guarantees receiving a certificate.

Score	Result
Less than 85%	Failed
<b>85% and higher</b>	Passed

The obtained certificate is **valid for 1 year** from the date of the certification. The **Advanced level** certificate enables you to be the authorized user of the bpm'online customer support service. To get consultations on bpm'online platform development, you need to complete the **Advanced level** certification on bpm'online development.