

Creatio Academy



Creatio

# CERTIFICATION

ACCELERATE 



### CREATIO ANALYST

Basic  
Advanced

For implementation specialists, analysts, presale engineers and CRM coordinators



### CREATIO DEVELOPER

Basic  
Advanced

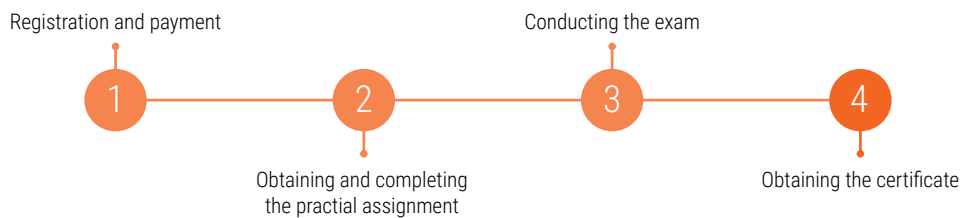
For developers of project solutions and products on Creatio platform

- Analysts and developers in SMALL to MIDDLE segments require a **Basic Certificate**.
- Implementation specialists in CORPORATE and ENTERPRISE segments require an **Advanced Certificate**. **Advanced Developer Certificate** is required for obtaining development consultations from support.

Certification process consists of a **practical assignment** and an **online exam** (1 hour)

The exam is conducted **individually** by an Academy trainer during an appointed certification session

The certification process involves several stages:



### Certification sign-up

Go to <https://academy.creatio.com/certification>, choose a day and time slot, then go to the payment page and pay for certification. You will receive a confirmation email once the payment has been processed.

Creatio Analyst Certificate is required for implementation specialists, analysts, presale engineers and CRM coordinators

## 1. INDIVIDUAL PRACTICAL ASSIGNMENT

After registration, the applicant receives a practical assignment ("homework") **7 calendar days** before the appointed certification time.

The practical assignment tasks marked with asterisk\* are required for the Advanced Certificate only. The applicant must implement the practical assignment tasks on a separate demo site prior to the exam.

Successful completion of the practical assignment requires knowledge of the following topics:

- ▶ Adding sections and workplaces
- ▶ Setting up business rules
- ▶ Editing existing sections
- ▶ Creating details
- ▶ Editing existing details
- ▶ Setting up permissions
- ▶ Inheriting permissions
- ▶ Adding columns to lists
- ▶ Creating dashboards
- ▶ Setting up report templates (MS Word or Fast Report)
- ▶ Creating unstructured processes (cases)
- ▶ Creating BPMN processes
- ▶ Setting up filters and folders

### Practical assignment presentation

Applicants begin the certification exam with the presentation of the completed practical assignment. Applicants who have not completed their practical assignment will instantly fail the exam.

The time limit for the practical assignment presentation is **30 minutes**.

## 2. TESTING

The applicant receives a direct link to an online certification test. The test results are recorded and saved automatically.

Test questions cover the following topics:

- ▶ Chosen Creatio product: Sales, Marketing, or Service
- ▶ Creatio Marketplace
- ▶ Creatio licensing models
- ▶ Creatio integration features
- ▶ Object models and relational databases
- ▶ Creatio architecture
- ▶ Delivery management

Note that the test questions will refer to the most complete edition of the chosen Creatio product. For example, if the chosen product is Sales Creatio, the questions will cover Sales Creatio, enterprise edition.

The time limit for testing is **20 minutes**.

## 3. INTERVIEW

The trainer asks the applicant a series of open-ended questions in the field of Creatio implementation and business analysis. The trainer grades the answers and informs the applicant about the interview results.

Interview questions cover the following topics:

- ▶ Creatio business modelling
- ▶ Formulating the scope of an implementation project and gathering requirements
- ▶ Project troubleshooting

The time limit for the interview covers all the exam time remaining after the practical assignment presentation and testing, but **no less than 30 minutes**.

Creatio Developer Certificate is required for specialists who develop project solutions and general products on Creatio platform

## 1. INDIVIDUAL PRACTICAL ASSIGNMENT

After registration, the assignment is provided to the applicant **7 calendar days** prior to the appointed certification time.

The practical assignment tasks marked with asterisk\* are required for the Advanced Certificate only. The applicant must implement the practical assignment tasks on a separate demo site prior to the exam.

Successful completion of the practical assignment requires the following skills:

- ▶ Ability to develop independently (without assistance from a team lead or tech lead)
- ▶ Client- and server-side debugging
- ▶ Knowledge of Creatio's native development and customization tools

### Practical assignment presentation

Applicants begin the certification exam with the presentation of the completed practical assignment. Applicants who have not completed their practical assignment will instantly fail the exam.

The time limit for the practical assignment presentation is **35-40 minutes**

## 2. TESTING

The applicant receives a direct link to an online certification test. The test results are recorded and saved automatically.

Test questions cover the following topics:

- ▶ Creatio platform architecture and development basics
- ▶ Creatio customization tools
- ▶ Client- and server-side development
- ▶ Client- and server-side debugging

The time limit for testing is no less than **45 minutes**

## REMOTE CERTIFICATION

### Remote certification procedure

Prior to the certification, the applicant receives an email with detailed instructions and a link to the online certification. If the certification payment is not made within **5 working days** after the registration day, the certification enrollment will be canceled. The applicant can reschedule a booked certification, but no later than **10 calendar** days before the appointed certification time slot. Note that the certification payment will not be refunded in the case of a no-show.

- ▶ The certification is conducted via a Zoom (<https://zoom.us>) meeting.
- ▶ During the certification, the applicant shares their screen with the trainer.
- ▶ The applicant's web camera must be on during the certification.
- ▶ During the certification, both the screen sharing feed and the applicant's web camera feed will be recorded.
- ▶ Creatio Development certification (Basic and Advanced) requires the latest version of Creatio Sales Enterprise deployed as a development environment.
- ▶ The applicant must take the certification alone in a separate room with no additional computers or mobile devices. The trainer reserves the right to reschedule the certification if the applicant's setup does not meet these requirements.

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

- ▶ Audio and video connection check
- ▶ Verification of the applicant's ID
- ▶ Demonstration of the applicant's environment and verification of its readiness according to the requirements mentioned above

## ON-SITE CERTIFICATION

### On-site certification guidelines:

- ▶ The certification takes place at a designated venue.
- ▶ The applicant must bring their own laptop, unless the certification invitation explicitly states otherwise.
- ▶ Creatio Development certification (Basic and Advanced) requires the latest version of Creatio Sales Enterprise deployed as a development environment on the applicant's laptop.
- ▶ An appointed trainer or other appointed Creatio employee must be present in the venue throughout the certification.

### The applicant must not use any of the following during the certification:

- ▶ Printed materials
- ▶ Electronic devices (other than those foreseen by the certification guidelines)
- ▶ Prompts from other applicants

\* Violating any of these limitations will automatically fail the certification.

## RECERTIFICATION

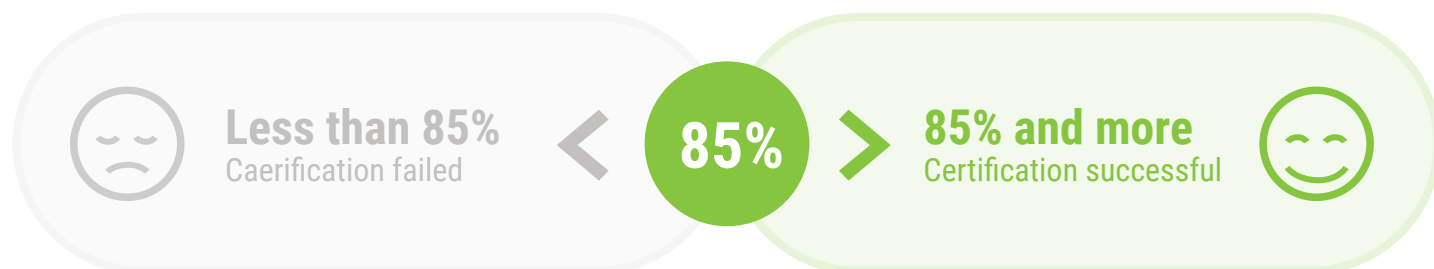
Creatio recertification policy ensures that all certified specialists maintain their proficiency. To recertify, the applicant must pass a certification exam before the expiration date of the current certificate. Applicants with a Basic Certificate cannot upgrade to an Advanced Certificate as part of a recertification. The recertification exam does not include an individual practical assignment. If a certificate holder fails to recertify before the certificate's expiration date, the current certificate becomes void. There is no grace period after the revocation of an expired Creatio certificate.

## RESCHEDULING AND CANCELLING THE CERTIFICATION

An applicant can reschedule or cancel a booked certification no later than **10 calendar** days before the appointed certification time slot. Canceling a certification less than 10 days before the appointed time slot will not refund the certification payment.

## CERTIFICATION RESULTS

The applicant must score **no less than 85%** to obtain a certificate. The certificate is **valid for 1 year** from the certification date.



**STILL HAVE QUESTIONS?**

Email your questions to us and we will  
be happy to help you!

**[support@creatio.com](mailto:support@creatio.com)**