

# Targetprocess Expert Certification



*targetprocess*

SEE. CHANGE.

The Targetprocess Expert Certification checks your product knowledge and presentation skills to make sure you are ready to be involved in product presentations and consulting the end customer. The final examination includes personal communication with our Product Specialists and a series of questions where you can demonstrate your product knowledge.

We are here to help you in every possible way to get you ready for the examination.





# Getting Ready

Start your preparation using the Targetprocess Training package.

## Targetprocess Training package \ PRODUCT INFORMATION

### Targetprocess User Guide

Contains answers to common questions and how-to instructions. As well as an explanation of the domain model and the views concept.

[See more info](#)

### Solutions Gallery

Get started quickly with ready-made solutions, which are different sets of views designed to support various types of processes and approaches to work.

[See how-to](#)   [See more videos](#)

### Product Videos & Webinars

Short product videos on various topics and full product webinars.

[See more info](#)

### Use Cases

Real use cases on how setup Targetprocess. Different cases for use from a big company to a small design studio.

[See more info](#)

### Targetprocess Tips

Insider information with tips and best practices. This is update based on our experience of work with real Targetprocess customers.

[See more info](#)

### Upcoming Features

Announcements of all upcoming features describing the way they will be implemented and including any prototypes.

[See more info](#)

# Targetprocess Training package \ HELP ARTICLES

## Import/Export

How to add work to Targetprocess from external data such as a .CSV file.

[See more info](#)

## Effort calculation

A detailed explanation on how progress is calculated based on “time spent” and “time remaining” values.

[See more info](#)

## Custom Reports

How to use the reports wizard to create your own custom reports.

[See more info](#)

## Help Desk

How to enable the Help Desk Portal when using Targetprocess on-demand or on-site. The Help Desk Portal is a stand-alone application to work with external requests.

[See more info](#)

## Relations

How to track dependencies and relations in Targetprocess.

[See more info](#)

## Personal Training

We want to help get you to speed by sharing our experience on how to get the most out of Targetprocess and offering you three hours of personal product training. You are in control of how you use this time. Your dedicated Product Specialist can support you in a variety of ways. Anything from making a personal product demo based on your unique case and answering specific questions to assisting you during a meeting with a client.



# Become a Certified Expert

Get certified by passing the Targetprocess Certified Expert examination.

You will need to make a product demo and achieve a score of **75 out of maximum 100** points.

The examination takes **1 hour and 30 minutes**.



\ 1 HOUR

The first 1 hour is dedicated to the product demo. During this section you will be performing a product demo for our Product Specialists. Start your demo with a set of questions to clarify the use case we have prepared for you, just as if you were having a demo for a client. Then use this case during your demonstration. At least two product specialists will be present for the certification call (1 hour).



\ 15 MINUTES

Break to score the demo (15 minutes).



\ 15 MINUTES

Results discussion (15 minutes).

# Targetprocess Certified Expert Examination Criteria \ PRODUCT-SPECIFIC KNOWLEDGE

Here is the criteria that will be used during the examination to calculate your overall score. The Product section checks your knowledge for precision. If you have any questions, do not hesitate to ask us before the examination. We are here to help you to pass the certification with ease.

## Domain Model

- Entities Hierarchy
- Teams/Projects relations

## Getting Started

- Create Project/Team
- Add People (create or invite)
- Assign Teams to Projects
- Create a Backlog
- Plan Work
- Process Setting
- Import/Export
- Help Documentation

## Views & Solutions Concept

## Solutions Gallery

## Views Setup

- Access
- Customize Cards
- Filters (cards, lanes)
- Sorting (cards, lanes)
- Prioritization
- Actions

## Views Usage

- Focus
- Zoom
- Selected Items Panel
- Default Context
- Collapse

## Views Menu

- Grouping
- Hide/Show
- Favourites

## System Settings

- Process Settings
- Plugins
- Mashups

## Reports

- Burn Down Chart
- Process Control Chart
- Custom Reports

## System Settings

- Mashups
- Plugins/API

# Targetprocess Certified Expert

## Examination Criteria \ PRESENTATION SKILLS

Here is the criteria that will be used during the examination to calculate your overall score.  
The Presentation skills section criteria checks how smooth your overall presentation is.

### **Demo Account setup**

Teams and Project structure  
chosen for the use case

Views/Solutions configuration

### **Demo scenario**

#### **Presentation skills**

### **Attention to the customer and customer's involvement**

## **What is next?**

Put a Certified Expert badge on your site to let your clients know that you use best practices of Targetprocess and can make them happy with it.

We want you to stay on the top on the latest news by getting product updates and having a personal call with your dedicated Product Specialist on regular basis.

If you need our help at anytime, we are here to help you. Just let us know.