



# Certification Program Guide

---

Deploying Vlocity Industry Cloud Solutions



# Table of Contents

<b>Vlocity Certification Program</b>	<b>2</b>
<b>Why Get Certified?</b>	<b>2</b>
<b>Vlocity Certification Framework</b>	<b>3</b>
<b>Developer Track</b>	<b>4</b>
<b>Consultant Track</b>	<b>5</b>
<b>Exam Study Guide</b>	<b>5</b>
<b>Exam Registration</b>	<b>6</b>
<b>Testing Policy</b>	<b>7</b>
<b>Candidate Code of Conduct</b>	<b>8</b>
<b>Exam Retake Policy</b>	<b>8</b>
<b>Rescheduling and Cancellation Policy</b>	<b>8</b>
<b>Certificates and Logos</b>	<b>9</b>
<b>Social Sharing</b>	<b>9</b>
<b>Vlocity Certified Professionals Community Group</b>	<b>9</b>
<b>Verify Your Certifications</b>	<b>9</b>
<b>Stay in Touch!</b>	<b>9</b>
<b>Have a Question?</b>	<b>9</b>



## Vlocity Certification Program

The Vlocity Certification Program is designed for all partners, customers, and employees who play a role in designing and deploying Vlocity Industry Cloud Solutions. Earning a Vlocity Certification is a true acknowledgment of your skills, expertise, and cloud acumen.

### Why Get Certified?

- Differentiate yourself from the crowd
  - Open the door to more projects and exciting career opportunities
- Optimize tools and increase productivity for your team and customers
  - Help teams do their best work... the first time
- Be the in-house expert at your company
  - Represent Vlocity at your company and strengthen its credibility
- Certify for Success!
  - Customers will be asking for Vlocity certified personnel on their projects and can verify certifications on the Vlocity Success Community



## Vlocity Certification Framework

Vlocity offers training and certifications across two different tracks: a developer track and a consultant track.

Our projects require staff with expertise in both of these domain areas. Each track offers training and certification exams to validate knowledge and skills.



The Vlocity Certification tracks are:

- Developer Track (Technical Focus)
  - For Solution Architects, Technical Architects, Developers, UI Developers
- Consultant Track (Business Focus)
  - For Project Managers, Business Analysts, UX Designers, Industry Analysts/Subject Matter Experts

You can earn certifications by passing multiple-choice exams. All exams have study guides to help you learn how to prepare and to assess if you're ready to take the exam. The guides are available on [Vlocity University](https://vlocity.com).



## Developer Track

Competency	Industry	Available Prep Resources	Certification
Understand Vlocity Platform	n/a	<ul style="list-style-type: none"> <li>Vlocity Platform Essentials (30-35 hours online or 32 hours ILT)</li> </ul>	Vlocity Certified Platform Developer (NOTE: This certification is required before you take any of the Industry certifications.)
Build Industry Knowledge and Skill	Communications & Media	<ul style="list-style-type: none"> <li>CPQ Essentials (32 hours online or ILT)</li> </ul>	Vlocity Certified Communications CPQ Developer I
		<ul style="list-style-type: none"> <li>OM Essentials (16 hours online or ILT)</li> </ul>	Vlocity Certified Communications Order Management Developer I
	Energy & Utilities	<ul style="list-style-type: none"> <li>Energy &amp; Utilities Foundations (6 hours online)</li> <li>CPQ Essentials (32 hours online or ILT)</li> </ul>	Vlocity Certified Energy & Utilities Developer I
	Health	<ul style="list-style-type: none"> <li>Quoting Essentials (30 hours online) or Quoting Essentials for Health (24 hours ILT)</li> </ul>	Vlocity Certified Health Quoting Developer I
	Insurance	<ul style="list-style-type: none"> <li>Quoting Essentials (30 hours online) or Quoting Essentials for Insurance (24 hours ILT)</li> </ul>	Vlocity Certified Insurance Quoting Developer I

**NOTE:** You must have the Vlocity Certified Platform Developer certification before you can take any of the Industry certifications.



## Consultant Track

Competency	Industry	Available Prep Resources	Certification / Certificate
Understand Vlocity Platform	n/a	<ul style="list-style-type: none"><li>• Vlocity Platform Foundations (7 hours online)</li></ul>	Vlocity Certified Platform Consultant
Build Industry Knowledge and Skill	Communications	<ul style="list-style-type: none"><li>• Vlocity Communications Foundations</li></ul>	Vlocity Communications Foundations Certificate
	Energy & Utilities	<ul style="list-style-type: none"><li>• Vlocity Energy &amp; Utilities Foundations</li></ul>	Vlocity Energy & Utilities Foundations Certificate
	Health	<ul style="list-style-type: none"><li>• Vlocity Health Foundations</li></ul>	Vlocity Health Foundations Certificate
	Insurance	<ul style="list-style-type: none"><li>• Vlocity Insurance Foundations</li></ul>	Vlocity Insurance Foundations Certificate

**NOTE:** For consultants, the Industry credentials are certificate-only programs. After you complete the eLearning, you'll be able to download a certificate to indicate that you've completed the learning path.

## Exam Study Guide

All exams have study guides with details about each exam including its format, objectives, number of questions, passing score, and time limit.

Be sure to view or download the appropriate study guide to help you in your preparation to take the certification exam. The study guides are available on Vlocity University. Please note that we strongly encourage you to take the courses related to each certification before you sit for the exam.



## Exam Registration

### Registering with an Exam Voucher

If you or your company have purchased an exam voucher, you'll receive an email with instructions to pay for the exam 3-5 days after you've completed your instructor-led course. A discount voucher will be included in the email if your company is eligible for a discount.

### Registering without an Exam Voucher

If your company did not purchase exam vouchers or you are taking an online version of the course, you can register using the registration link in the exam study guide on [Vlocity University](#). When you register via this unique link, you'll receive payment instructions and a payment voucher within 48 hours. Upon payment, you'll receive exam instructions and an exam voucher within 48 hours.

### Voucher Information

- You'll need a voucher for exam registration. The voucher value is applied to the exam fee.
- Each voucher has an expiration date, specified at the time of purchase, and must be used to complete the specified exam on or before the expiration date. Expiration dates will not be extended, and expired vouchers have no value and will not be replaced. Note that proctored exams must be scheduled in advance.
- All purchases are final. Vouchers cannot be canceled, refunded, exchanged, replaced, or used in combination with other offers. Vouchers are not redeemable for cash. Vlocity is not responsible for lost or stolen vouchers.

### Scheduling Your Exam

Once you receive the email with exam registration instructions and an exam voucher, follow the instructions below:

- 1) Login or create a new account in [Webassessor](#).
  - If you have an existing Webassessor account from previous exams (e.g., Salesforce certifications), please create a new account with a unique username specifically for Vlocity exams.
- 2) Confirm "Test Taker Account"
  - An email will be sent to the associated email
  - Use the link provided to access the homepage
- 3) Register for a New Exam
  - Select Date and Time to schedule your exam
- 4) At check-out, please confirm the exam schedule details and add your voucher code.
  - Voucher Code: \*\*Insert voucher code\*\*
  - The voucher code is valid for approx. 1 year

Please note, you're responsible for scheduling an exam date and time.



## Testing Policy

### For Online Proctored Exams:

We strongly recommend that you get ready for the exam 24 hours before you plan to take it. Please review the preparation steps [here](#). Please note that Vlocity **does** allow the use of built-in cameras but does not allow test aids.

If you're having any problems getting set up, please [contact the Kryterion Support](#) team right away.

- Please log in 10 minutes before your scheduled time. This will give you the necessary time to verify your equipment and internet connection are functioning properly and to prepare your testing environment.
- Other details for online proctored environments:
  - The room must be well lit, quiet, and free from distraction.
  - The testing surface will need to be clutter-free and contain only one computer, one monitor, one keyboard, and one mouse. (No cell phones or other items allowed.)
  - You must remove watches, bracelets, and necklaces as they are not permitted to be worn during testing.
  - You must be alone in the room, and you may not talk or read aloud.

Any of the following may result in suspension or termination of the exam:

- Not following or responding to the online proctor's instructions
- Not having clear video and audio, including a full view of your face, for the entire length of the exam
- Other persons in the test area
- Leaving the test area
- Talking to anyone (even yourself) during the exam

### For Exams Proctored at a Testing Center:

If you are taking your exam at a testing center, please note that specific rules apply to each testing center in addition to our testing policy.

If you violate protocols for online or onsite exams, the exam session will be suspended, and a case will be logged detailing any issues(s). For the first violation, you'll be subject to a 30-day suspension. If there's a second violation, you'll be subject to a 90-day suspension. If there are more than two violations, you will not be able to participate in Vlocity's certification program for one year.

To find a test center available in your area, Webassessor will present a list when you schedule your exam. The list you will see is based on the location in your Webassessor profile.





## Candidate Code of Conduct

### Prohibition on Sharing Certification Content

All tests (including questions, answers, and related materials) and any other information disclosed by Vlocity is confidential and proprietary. This information may not be disclosed, shared, or reused. Prohibited activities also include using or contributing to “brain dump” sites. For additional information, please see the [Vlocity University Terms of Service](#).

Violation of any of these policies may result in your suspension from the Vlocity certification program, revocation of your Vlocity certification(s), notification to your employer or law enforcement, and/or other disciplinary actions as Vlocity deems appropriate.

## Exam Retake Policy

To request a retake exam, please contact our training team by sending an email to [training@vlocity.com](mailto:training@vlocity.com).

### Retake Policy Guidelines:

- Cost: \$100 for each retake exam.
- If you fail your exam, you must wait seven days to request a retake.
- You can only retake an exam three times.
- After the third failed attempt, you must adhere to a 60-day remediation period before you can re-attempt the exam. During the remediation period, you should review all course materials to make sure you improve your understanding of the content.

## Rescheduling and Cancellation Policy

If you need to reschedule your exam, you must do so 24 hours before your scheduled time for online exams, and 72 hours before your scheduled time for onsite exams. You'll need to pay the rescheduling fee on the Webassessor site. If you miss that window or miss the exam, your voucher expires, and you'll need to re-register for the exam. To re-register, fill out the form in the study guide associated with the exam. Please note that you may have to pay a fee.

For more information about Kryterion's cancellation and reschedule policy, please refer to [this article](#).

For more information about how to reschedule or cancel your exam, please refer to [this article](#).

If you have technical difficulties or miss your exam, contact [Kryterion](#) immediately to avoid incurring any additional fees.



## Certificates and Logos

After successfully passing your exam, you'll receive an email with your certificate and logos from Webassessor.

If you lose your logo and/or certificate, you can resend the completion email from Webassessor. You'll find the completion email button by clicking on transcripts and then "pass".

## Social Sharing

Show off your new credentials to the world and raise your visibility! Attach your Vlocity certification logo to your signatures, LinkedIn profile, Facebook page, or Twitter account to expose your professional and technical expertise.

## Vlocity Certified Professionals Community Group

When you become Vlocity Certified, you're automatically enrolled to be a member of the Vlocity Certified Professionals Group on the Vlocity Success Community. Within this elite group of certified professionals, you can ask certification-related questions, share experiences, provide feedback, and learn about exciting new certification offerings and developments.

## Verify Your Certifications

You can verify the certifications you have on Vlocity's certification search portal located on the [Vlocity Success Community](#). You can also direct other interested parties to the site so they can verify your status.

## Stay in Touch!

Your certification belongs to you! Email our support team ([support@vlocity.com](mailto:support@vlocity.com)) if you're planning to move to a new employer. We'll transfer your training and certification records as soon as you provide us with a new employer provisioned email, provided your new employer is a registered Vlocity partner or customer. We'll also update your Success Community and eLearning login credentials to reflect your updated employment information.

Note: Due to our security protocols, we are unable to provide access to people with personal emails.

## Have a Question?

Please check out our [Certification FAQs](#) on the Vlocity Success Community.

