1. What is "System Designer" in Creatio?

b. A set of tools used for configuring the system

2. What is the purpose of the [Feed] section?

d. Displaying messages connected with Creatio objects and messages from the channels a user is subscribed to, ensuring communication between employees.

3. Which of the following is available in the default [Activities] section? Select all that apply.
a. Registering connections between the activities
b. Registering the performance status of the current tasks
c. Time management

4. What is the purpose of the [Contacts] section?
c. Managing the entire customer base, managing information about contact persons, partners, employees and other contacts.

5. What is ITSM?
e. A set of processes that enable IT departments to create, deliver, support, and manage IT services.

6. What is the case "resolution time" in the Creatio terminology?

c. Period from starting to process a case to resolution of the case

7. What is an "Incident" from the Creatio standpoint?
e. A default category of a case caused by deviations from the normal service provision or a configuration item

8. What case action is not available to self-service portal users?
a. Escalate a case

9. What is a [Release] from the Creatio standpoint?
b. A newly developed version of the application

10. How do you add a new case in Creatio? Select all that apply.

a. Automatically when receiving an email or populating a web-form
b. Agents can add cases based on calls using the communication panel
c. Employees can register cases using the [Cases] section
d. Customers can register cases using the self-service portal e. Employees can register cases based on emails select one answer

11. What insights does the following service model provide to the helpdesk agent (see picture)?
The connection to the Internet is not available because the server and the software that the current service depends on are inactive

12. What happens in Creatio when a customer leaves negative feedback?
a. The case is escalated

13. What is the purpose of the [Problems] section in Creatio?
e. Managing problems and improving the overall quality or efficiency of provided services

14. What is the purpose of the [Changes] section in Creatio?
d. Managing changes emerging from the IT infrastructure and affecting the services provided

15. What is the purpose of the Section Wizard tool in Creatio?
d. Creating and customizing sections, changing the section logic and the UI

16. Where in Creatio can you display dashboard tiles? Select all that apply.
a. Homepages
c. On record pages
d. The [Analytics] section
e. The [Dashboards] section
f. The Dashboards view of Creatio sections

17. What is the purpose of the [Translations] section in Creatio?
d. Localizing Creatio elements, e.g., sections, lookups, into languages available in the system

18. What do you use intermediate events for?
a. To wait for specific trigger events or interaction between multiple business processes

19. What is the purpose of gateways in a business process diagram?
d. Managing the process flows: converging and diverging the sequence flows depending on the alternative paths

20. How can one create a new application in Creatio 8.0 Atlas?
a. You can create a new application by creating a new package in the configuration

21. Which Creatio integrations are available out-of-the-box? Select all that apply.
    a. Mass mailing providers (SendGrid)
    b. IMAP/SMTP, MS Exchange email integration
    c. LDAP
    e. QlikView
    h. Calendar synchronization between Google Contacts and MS Exchange

22. What is the purpose of the subversion control server (SVN) in Creatio?
    b. Storing the history of configuration states and transferring changes between configurations

23. What is a "personal license"?
    c. A license that enables access to the product for certain users only

24. What is the most correct approach to organizing the development of design solutions on the Creatio platform?
    a. It is recommended to use 3 environments (development, testing and production) in case of on-site deployment, and 2 environments (testing and production) in case of cloud deployment

25. What packages will be modified during a vendor (Creatio) update?
    d. Base packages

26. There are 2 tables in the database: "Cases" and "Knowledge Base Articles". Your task is to link articles to cases so that you can later understand which cases are used in a particular knowledge-based article and which knowledge-based articles were used in a particular case. How would you set up such a relationship?
    a. Create an associative table to set up the relationship between cases and articles

27. Your client is a luxury furniture manufacturer that creates custom interiors and furniture pieces. What Creatio product would you recommend for this client and why?
    Correct

PLATFORM BASICS

1. What is "data enrichment" in Creatio?

   c. Adding customer and account information from emails, social networks and other open Internet sources to the customer/account page

2. What is "System Designer" in Creatio?
   a. Repeated.

CRM TOOLS (50 %)

3. What is the purpose of the [Accounts] section in Creatio?
   d. Registering information about companies that are partners, suppliers, sub-contractors or customers

4. When can Creatio perform the duplicate search? Select all that apply (Mistake)
   b. Each time a new record is created in these sections
   c. Each time a record is edited in these sections
   d. Each time a user runs the corresponding action in these sections
   e. According to a pre-configured schedule

SERVICE TOOLS (70 %)

5. What case action is not available to self-service portal users?
   a. Escalate a case (Repeated)
6. How do you add a new case in Creatio? Select all that apply.

   a. Automatically when receiving an email or populating a web-form
   b. Agents can add cases based on calls using the communication panel
   c. Employees can register cases using the [Cases] section
   d. Customers can register cases using the self-service portal e. Employees can register cases based on emails select one answer (Repeated)

7. What is a [Release] from the Creatio standpoint? (Repeated)
   b. A newly developed version of the application

8. What cases are considered similar when performing "Seach for similar cases" action? Select all that apply.

a. Cases of the same category

b. Cases connected to the same account

c. Cases with the same tags

d. Cases connected to the same service

e. Cases connected to the same configuration item

9. ## What insights does the following service model provide to the helpdesk agent (see picture)?

   A. The connection to the Internet is not available because the router that the current service depends on is inactive

10. What is a "Service request" from the Creatio standpoint?

a. A default category of a case related to the normal provision of IT services, e.g., consultations or access requests

11. What should a support agent do if a case cannot be resolved at their level?

b. Escalate the case

12. What is a "configuration item" from the Creatio standpoint?

e. Some form of software or hardware that affects the provided IT services

13. What is predictive case routing?

c.Distributing cases between specialized teams using machine learning

14. What is the purpose of the [Changes] section in Creatio? (Repeated)

c. Managing changes emerging from the IT infrastructure and affecting the services provided.

NO-CODE CUSTOMIZATION

15. How do you assign dashboard permissions in Creatio?

b.You can assign user permissions by separate dashboard tiles

16. How can a user select a report available for printing?

e. In the section list page or on the record page in sections for which reports are configured

17. What data is cached when synchronizing the mobile and the main applications?

c. The database structure and the data

18. What is a business process? Select the option that is the most complete.

    d.   A certain sequence of steps enabling to achieve specific result

19. What is the purpose of the Case Designer in Creatio?

    b. Designing, constructing and customizing the steps of linear business processes with a clear algorithm

CREATIO 8.0 ATLAS RELEASE (100 %)

20. How can one create a new application in Creatio 8.0 Atlas?

    c.   Use No-code designer to create a new application. Application can be created using one of 5 templates

ADMINISTRATION (100 %)

21. What is the purpose of the subversion control server (SVN) in Creatio?

    b. Storing the history of configuration states and transferring changes between configurations

22. What primary types of access permissions do you grant in Creatio?

    c. Access to objects and system operations

23. Can you manage permissions for portal users?

    d.   Yes

SERVICE DELIVERY MANAGEMENT (100 %)

24. What is the most correct approach to organizing the development of design solutions on the Creatio platform?

    c. It is recommended to use 3 environments (development, testing and production) in case of on-site deployment, and 2 environments (testing and production) in case of cloud deployment

25. What is a package in Creatio?

    c. Data container storing configuration settings

RELATIONAL DATA MODELING (0 %)

26. What are the different types of relationships in relational databases?
    c. One-to-one
    d. One-to-many
    a.
    (Select More Option)

BUSINESS PROCESS MODELING IN CREATIO (0 %)

27. Your client is a luxury furniture manufacturer that creates custom interiors and furniture pieces. What Creatio product would you recommend for this client and why?
    ⇨ CORRECT

REQUIREMENTS MANAGEMENT (0%)

28. Your client is a travel agency. What questions would you ask to gather technical design requirements for the project?
    ⇨ CORRECT

PROJECT TROUBLESHOOTING (50%)

29. You are a business analyst in an implemented Creatio project. The client informs you that sales managers do not use Creatio functionality to manage sales. What are your actions?
    ⇨ Incorrect => Correct (correction)

What is the role of the business analyst after the launch of the project?

    ⇨ Correct

YOUR RESULT ✅

% correct answers	**62%**	
By sections		
BPM tools	50%	Below the benchmark, try taking e-learning.
Platform basics	100%	Excellent
CRM tools	50%	Below the benchmark, try taking e-learning.
Service tools	70%	Below the benchmark, try taking e-learning.
No-code customization	67%	Below the benchmark, try taking e-learning.
Creatio 8.0 Atlas release	100%	Excellent
Administration	100%	Excellent
Service Delivery management	100%	Excellent
Relational data modeling	0%	Below the benchmark, try taking e-learning.
Business process modeling in Creatio	0%	Below the benchmark, try taking e-learning.
Requirements management	0%	Below the benchmark, try taking e-learning.
Project Troubleshooting	50%	Below the benchmark, try taking e-learning.