

FAQ VTEX Certification

1. Who can attempt this exam?

Globally , any professional highly skilled and with practical experience on implementing VTEX that work for a consultant company, retailer, implementation partner, etc. For professionals that work for implementation partners, it will be considered for the SMB and Enterprise implementation partner quadrant.

2. As Implementation partner what should I do?

If you are an implementation partner and you want to participate on the Enterprise Implementation quadrant, you must have two (02) certified professionals at Advanced Level. Being part of the Enterprise Implementation Quadrant will allow you to receive Enterprise Leads related to Enterprise companies.

If you are an implementation partner and you want to participate on the SMB (small and medium) Implementation Quadrant, you must have one (01) certified professional at Intermediate Level. Being part of the SMB Implementation quadrant will allow you to receive SMB Leads related to small and medium companies.

Implementation partners that are not in the desired quadrant will receive less leads than the participants on the quadrant.

In order to stay in the quadrant, you must have answered all the questionnaire with the KPIs, and also achieve the above requirement.

3. What is Intermediate and Advanced VTEX Certification

Intermediate VTEX certification is for professionals highly skilled and with practical experience on implementing VTEX. It has 30 questions to be answered in 40 min.

Advanced VTEX certification is for professionals highly skilled and with practical experience on implementing VTEX. It has 50 questions to be answered in 60 min.

Intermediate VTEX certification is not a requirement for Advanced VTEX certification. If you are a highly skilled professional with a lot of practical experience you can directly attempt the Advanced VTEX certification. The only difference between both exams are the number of questions.

4. Where and when can I get my certificate?

You will receive your physical certificate at the address provided during the buying process. Also it will be available electronically at the certification hub.

5. How many attempts can I use for a given exam?

Your subscription will contain a number of 02 attempts. If you do not pass your certification exam after two (2) attempts, you will not be able to retake the exam until you acquire another certification exam after 24 hours.

6. What should I do if I fail my exam?

If you fail an exam, you may schedule a second attempt.

7. What will happen if I cannot make my appointment? Does it count as an attempt?

Yes, it counts as an attempt. If you do not keep your appointment, then your appointment will be regarded as an attempt.

8. I have purchased VTEX Certification in the VTEX site, what do I do next?

The Certificaton Hub is the system that delivers VTEX Certification in the Cloud exams. Once access is granted, you will receive a welcome message with instructions about how to log in. Access to the Certification Hub is always gained via the VTEX Certification Shop at <https://www.vtex.com/partner/program/> or <https://vtexcertified.vtex.com/VTEX>

9. What are the technical requirements for taking an exam?

Use a supported browser to launch the exam

- IE 9+
- Chrome
- Firefox 3+
- Safari 4, 5
- Opera

Ensure the following are functional and enabled for real-time communication

Webcam: Must be functional

Microphone or headset: Must be functional. We do not recommend the use of a cell phone headsets

Adobe Flash: We recommend the latest version but the minimum requirement is v10.0+

Connection Speed: Broadband Cable/DSL: 1 Mbps or faster

10. How can I change the name on my exam appointment?

When you schedule an exam appointment, your first and last name are recorded on the appointment. Also you must provide professional and private email.

11. Can I take an exam on a tablet computer such as an iPad or Android tablet?

No. The following environments are not supported:

- Google Chrome Books
- Apple iPads/iPad minis
- Android Tablets
- Microsoft Tablets
- Linux systems

12. Is it possible to take a break during the exam without losing time?

No. It is not possible to take a break during the exam.

13. What about the existing reseller and support exam ?

Reseller and Support exam aim to guarantee minimum knowledge of VTEX platform, and it will continue to exist.

Reseller exam goal is guarantee that a partner is able to sell VTEX and allows a partner to participate on a referral program

Support exam goal is to allow partners to have access to VTEX Support for partners based on an SLA.

14. Is there a training available?

No. There is no training available. There is no training plan. This exam is really intended for professional highly skilled on VTEX platform.

At this moment there is only a basic training available for partners with support material in English (PDF format) that can be provided globally at the partner office. Advanced training will be developed to help partners getting deep knowledge on VTEX. There is a cost for both (basic and advanced training).

15. What is the exam language?

All the questions are in English.

16. What areas of VTEX are covered in this exam ?

All VTEX areas like License Manager, OMS, PCI Gateway, CMS, Catalog, Masterdata, API, Rates and Benefits, Bridge, Credit Control, Logistics, Message Center, Pricing, etc... Besides the VTEX modules, also programming and project management.

17. Can you provide example of questions ?

How do I get the order IP through the API?

- a) You can check Order Placed using order ID. Once the order's .txt is obtained, you can obtain the transaction ID and query the Get Transaction Address API using the transaction ID (IP address).
- b) Order IP can not be obtained.
- c) You can query the Get Order API using the order ID. Once the JSON of the order is obtained, you can also obtain the transaction ID and query the Get Transaction Details API using the transaction ID. Finally, from this last request, you can check the IP address field.
- d) You can query the Master Data API using the order ID. Once the order file is obtained, you can obtain the transaction placement and query the Get Details API using the transaction number. Finally, from this last request, you can check the ipAllAddress field.
- e) All the alternatives are correct

18. How long is valid this certification?

It is not clear yet. It will depend on how much the platform changes, but at least one year.

19. What about the payment?

One time fee only

20. Security and Compliance

VTEX has the right to request the professional to do the examination locally at VTEX in order to make sure this professional demonstrates the same level of knowledge as demonstrated online.

If VTEX understands that the certification achievement is not valid for any reason, the professional will not receive the certificate, and the implementation partner will be eliminated from the quadrant for one year.

Please ensure your computer area contains only permitted items. Whiteboards or bulletin boards must be cleared, erased or covered. Any cell phones, tablets, or other communication or recording devices must be removed from the computer area.

Only one screen may be active during your exam session. If you use more than one monitor, they need to be disconnected and turned facing away from you.

Ensure you are in a quiet and secure location. We do not allow exams in public locations where others are within speaking distance or may be able to walk into the room, have access to your computer, or where you can become distracted while taking your exam. You must be in a room alone throughout the course of your exam.