**Canada Specialized Knowledge Questionnaire**

* In order to evidence “specialized knowledge”, the applicant must be able to clearly articulate the following:
* Cognizant tools, software, framework, platform, process, and methodology
* Cognizant customized solutions
* Relation between Cognizant and client developed product; Why Cognizant knowledge is required for this product creation/solution
* Knowledge of third party tools and technology is not considered specialized.
* Generic proprietary tools/technologies shall not be considered as niche
* There must be sufficient information to set the applicant apart from his/her peer to claim their specialization to be niche
* Skill in implementing an off-the-shelf product would not, by itself, meet the standard of specialized knowledge; unless, for example, the product is new or being highly customized to the point of being a “new” product. In other words, an ICT applicant is more likely to have truly specialized knowledge if they directly contribute to the (re)development of a product, rather than to the implementation of a pre-existing product.
* Proposed Project details with very specific job duties.
* How have the applicant been instrumental in the development or customization of tools?
* How is the applicant’s knowledge higher or more advanced than colleagues with more experience or who have been working longer for the company?
* How is applicant’s knowledge crucial to the project and different than available in the Canadian workforce?
* How applicant’s proprietary knowledge is critical to the Canadian branch and that a significant disruption of business would occur without your expertise.

**Example highlighted in yellow are for reference only. Do not copy the actual content.**

**Section A: Associate Specialized Knowledge**

**List out all the Cognizant tools/technologies/ framework/ Methodologies that you have used since joining Cognizant with description on each. Tools mentioned in Section A should be included but not exclusive to Section C. You can mention tools in Section A that you may have used for previous projects as well as current and proposed projects.**

**\*\*\*Do not use third party/client tools that are not unless they are customized by Cognizant or by you.  For example, HCM is a Peoplesoft application/tool/module that is customized by Cognizant. Another company’s Peoplesoft will not look or work exactly like our portal.\*\*\***

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| **Associate Specialized Knowledge** | |
| **Tool Name and**  **Tool Description** | **Your Knowledge and Contribution towards the tool. (Let us know if you were part of design/ development/ automation and customization of these tools/ technologies in 6-8 lines)** |
| ***Cognizant CPAAS Tool***: This is Cognizant’s indigenously designed and homegrown CPAAS (communication platform as a service) solution. It is perfectly built for enterprises to set up their cloud based contact center for simplified hardware-less interactions with customers over their channel of choice like voice, chat, email and social media. This is an end-to-end engagement suite equipped with traditional as well as digital channels across touch points/devices you need for channel customer engagement. This tool can also be customized with the right features to offer a superior and personalized experience to the customers. This also provides an enhanced 360-degree view of your customers by integrating ‘Tool Name’ with CRM/bpm platform of choice to derive meaningful insights. ‘Tool Name’’ (communication experience oncloud), Cognizant’s homegrown CPAAS solution is perfectly built for enterprises to set up their cloud contact center for simplified hardware less interactions with customers over their channel of choice. End to end engagement suite equipped with traditional as well as digital channels across touch points/devices you need for OMNI channel customer engagement. This tool is enhanced 360-degree view of your customers by integrating ‘Tool Name’ with CRM/bpm platform of choice to derive meaningful insights. This tool also equipped with state of the art functionalities with desired modularity for superior cx across customer segments in pay-as-you-go model | *Mr. (Surname) has developed this tool using state of the art contact center technology. He has contributed in the conceptualizing, research, development, and deployment of ‘Tool Name’ within business unit, thus gaining expertise and advanced knowledge of the implementation and configuration of this solution. He has worked on the solution designing of ‘Tool Name ‘ where he contributed in creating the blue print of the various channels like voice & multimedia, etc. During this phase he has considered all the applications and their prerequisites which are going to integrate with the ‘Tool Name’ like payment gateway, etc. He has worked on creating other important documents containing the prerequisite and the step by step approach which helped him to achieve the timeline of this solution. After working on all the prerequisite, He has started working on building the solution where he considered all the factors and the channel of interactions like, email, voice & chat. He also focused on the flexibility and cost-effective CPaaS approach. CPaaS approach eliminates the cost and complexity of developing real time communication applications. Mr. (Surname) have also gained expertise in the seem-less integration of the ‘Tool Name’ Solution with the existing Solutions. The customization/personalization of the tool as per the business requirement has helped in 360-degree view of the customer interaction with the Contact Center which ultimately has helped in enhanced Customer Satisfaction Index. By use of this, a customer will manage 85% of the relationship with an enterprise without interacting with a human. His subject matter expertise with this tool and unmatched client experience combine to make him uniquely qualified for the proposed engagement. His participation in this project is necessary for its successful execution, mandating his presence onsite.* |
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**Section B: Proposed Canada Project**

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| **Proposed Canada Project Information** | |
| **Proposed Client name** |  |
| **Proposed Project name** |  |
| **Project Description/Scope of the project**  **(Focus on scope and objective of the project for 8-10 lines in Paragraph format)** | **E.g.**This Project offers a wide variety of property and casualty insurance and surety products and services to businesses, organizations and individuals. The scope of this project is to perform the IT Managed Services for IT group to optimize its portfolio support organization to improve productivity and achieve cost efficiency by leveraging global delivery. The scope of the services include business analysis, development, release management, quality assurance and production support for over 40 insurance applications. |
| **Why were you selected for this project in Canada and what makes you unique among your peers with respect to your advanced or specialized skills or experience**  **(Provide 10 to 12 line in paragraph format)** | **E.g.** Mr. Surname was working in the area which needs automation to reduce the manual effort and increase productivity for the clients. It will be helpful in getting new business of automating various system of clients which will be good aid in Cognizant financial success. As part of domain, Mr. Surname has rich experience in XXX domain with in depth knowledge of including operational support systems including service assurance, activation, inventory management and operational support system including order management, billing and customer relationship management processes. He has worked extensively in Quality Engineering business unit responsible for validating whether the system built is in accordance and up to the standards to the business requirements provided by the business team based on the market requirements. |
| **Is your current project in India/ US/ ROW similar to the proposed project in Canada with respect to client and or industry? Please provide details of the project specifying how it ties in with the Canadian project.** |  |
| **Provide your roles and responsibilities (technical and functional) that you will perform in Canada.**  **10 bullet points. Each bullet point in 4-5 lines.** | * Gather and analyze the business requirements with the clients and convert them into modulated user stories (agile methodology) for development in each sprint. * Identify and resolve the dependencies with different system for realization of requirements * Review the developed automated scripts, leading the activities carried out at client location, working with various development, operations and business user teams. * Perform the impact analysis of the changes needed for the customization of the Exception-UI or Drainer tool, user interface or the business rules components * Participate in scoping features and identify the most accurate sizing figure for the new features using various techniques for better planning and execution of high-risk projects; |
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| **Provide Information on the tools used in the proposed project.**  **The tools should be included in Section A** | |
| **Tool Name** | **Provide significant impact or new action on this tool for the project**  **(End result based on your action- For e.g. how will the tool reduce manual dependency;**  **How will you customize/implement/design the tool differently for this project.)** |
| **Cognizant CPAAS Tool** | Customizing and enhancing **Tool Name** to monitor all the production jobs scheduled in CA-7 scheduler for business applications |
| Maintain and enhance the ESQM specific ***TIMMAIN tool*** to deploy component as project version, product sync-up and for exceptional changes |
| **Tool Name** | How is it going to be customized for this project? |
| How is it going to be implemented for this project? |
| **Tool Name** | How is it going to be customized for this project? |
| How is it going to be implemented for this project? |
| **Tool Name** | How is it going to be customized for this project? |
| How is it going to be implemented for this project? |