



Certification Guide uniFLOW 2022 LTS



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1 Update History

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1	uniFLOW 2018 LTS	November 2017
2	uniFLOW 2018 LTS	January 2018
3	uniFLOW 2018 LTS	May 2018
4	uniFLOW 2019 LTS	May 2019
5	uniFLOW 2020 LTS	February 2020
6	uniFLOW 2021 LTS	March 2021
7	uniFLOW 2022 LTS	March 2022
8	uniFLOW 2022 LTS	March 2022
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2 General Information

The NT-ware Certification Program is an integral part of our Support System and is meant for our partners' Pre-Sales consultants and technical staff.

For the Pre-Sales Community, the **uniFLOW Certified Pre-Sales Consultant** exam tests exam-takers on standard uniFLOW functionality and features.

For the Technical Community, the **uniFLOW Certified Technician** exam covers standard technical uniFLOW functionality and features.

For technicians who require an advanced knowledge on modules and features, three **Advanced Specialist** exams are available:

uniFLOW Advanced Workflow Specialist	Focuses on customizing workflows in uniFLOW utilizing the Advanced Workflow Editor.
uniFLOW Advanced Diagnostics Specialist	Focuses on issue diagnosis, analysis, resolution and escalation both locally and to NT-ware third level support.

It is not necessary for one person to be a specialist in both advanced fields. Rather this certification program allows for specialization within an NSO, country or region and makes the certification process more flexible.

It is highly recommended that all technical staff that are involved with uniFLOW on a regular basis acquire the uniFLOW Advanced Diagnostics Specialist certification. **To receive access to NT-ware third level support an Advanced Diagnostics Specialist certification is mandatory.**

The uniFLOW Certified Pre-Sales Consultant and Certified Technician exams are available in English and French. You will get the option to choose your preferred language after you have selected your exam.

All of the certification exams will be based on the current LTS version of uniFLOW. All NT-ware certificates have a validity period of 2 years, after which the certification expires.

This guide shall provide details of each certification profile and the application procedures.

3 Short description of Certification Profiles

3.1 Pre-Sales community

3.1.1 uniFLOW Certified Pre-Sales Consultant

A uniFLOW Certified Pre-Sales Consultant is able to translate customer requirements into a uniFLOW solution and can determine what can be delivered by the uniFLOW standard features and what will require involvement of a uniFLOW Specialist and/or the NT-ware Project Team. In addition, a uniFLOW Certified Pre-Sales Consultant will be able to configure and demonstrate the basic features of uniFLOW in a showroom or exhibition environment.

3.2 Technical community

3.2.1 uniFLOW Certified Technician

A uniFLOW Certified Technician is able to carry out a standard uniFLOW installation and to configure and maintain the software and its accompanying hard- and software in a network environment. If errors in a customer's uniFLOW Server configuration occur, the Certified Technician is able to effectively escalate these to the appropriate second level support.

3.2.2 uniFLOW Advanced Workflow Specialist

A uniFLOW Advanced Workflow Specialist is able to customize workflows by utilizing the Advanced Workflow Editor and to build their own workflows based on customer requirements. The Advanced Workflow Specialist is further able to examine and understand the structure of an existing workflow created via the wizard creation mechanism and tailor this workflow as required.

3.2.3 uniFLOW Advanced Diagnostics Specialist

A uniFLOW Advanced Diagnostics Specialist is able to employ a structured diagnostic approach to identify and localize errors in a customer's uniFLOW Server configuration. They are able to solve issues themselves and to identify which issues need to be escalated to NT-ware and will be able to effectively use the online support system ITS for this.

4 Exam Preparation

4.1 How to prepare for an exam

NT-ware has developed a training program, covering the above-mentioned certification fields. For more information about training courses and application, please see the NT-ware Training Guide, available for download on the Partner Site.

Apart from enrolling for a course, participants can prepare themselves by practicing with the software and by studying the uniFLOW online manual and other relevant material, such as eLearning courses that can be found in the NT-ware Learning Portal.

4.2 Environment for taking an exam

The exams are designed to see if the participant is proficient in working within the area covered by the exam and that they know how to access the information required. Consequently, all uniFLOW exams are 'open book' so resources such as the uniFLOW Online Manual, ITS, Partner Site and a uniFLOW Virtual Machine may be used during the exam. In essence the only source of reference that a participant cannot use is a colleague.

To remove any question of doubt around the participants being able to seek assistance from their colleagues, NT-ware recommends that all of the exams are undertaken in a supervised manner.

The room used for taking the exam should be quiet, free from distractions and have access to the internet and other resources such as an up to date uniFLOW Virtual Machine available.

4.3 Access to a uniFLOW Server

For the technical exams (Certified Technician and all advanced exams) it is necessary to have the latest software version installed and configured on a system that can easily be accessed during the test. Exam-takers should be able to make some configurations themselves to help them arrive at the correct answer. So please note to have the system installed and running before you start with your test!

Whilst not essential when taking the Pre-Sales Consultant test it is recommended to have the latest version of the software available so that configuration options and settings can be checked.

5 Exam Execution

5.1 Certification Exam Procedures

All NT-ware certification exams are free of charge. You can reach the NT-ware Certification Portal via the NT-ware Partner Portal: www.partner.nt-ware.com and follow the instructions on screen. Once you have logged in, select the NT-ware Certification Portal App:



Important information regarding test procedure:

1. When you log in for the first time, you will need to agree to our terms and conditions, after that you can enter your personal dashboard. When you click the link “My Assessments” you’ll have access to all NT-ware certification tests.
2. The certification exam is an online test only. You can enter the certification test portal at any chosen time. Please note however, that once a test has been accessed, you will have **120 minutes for the Foundation certifications (Pre-Sales Consultant and Certified Technician exams) and 90 minutes for the Advanced certifications** in which to complete it. Once this time is up, you will automatically be logged out, and will not be able to access the test any longer, i.e. the test can only be accessed once and needs to be completed once accessed.
3. Please note that all tests – both Foundation and advanced level - are available to you at any time! However:
 - a) Please only choose the test(s) that is/are necessary for your role!
 - b) Before sitting an advanced certification test, make sure you’ve passed the uniFLOW Certified Technician exam! It’s very unlikely you’ll be able to pass an advanced certification, without having the necessary uniFLOW basic knowledge and skills.
4. If you fail your test, you have the opportunity to re-sit it twice. Please note that a waiting period of at least **2 weeks** is recommended between attempts.
5. If you fail your test a third time and would like to get an extra attempt, please contact certification@nt-ware.com. You will be contacted to work out a strategy or plan of action to help you pass the test in the future. When you are ready to make a new attempt, we will manually assign a new test. Please note however, that requests for extra attempts on the Advanced Certification tests will not be honored without the test-taker having a valid uniFLOW Certified Technician certification.

5.2 During the exam

Question Types

Most of the questions in our tests are multiple choice questions that only have one correct answer. A multiple choice question has a radio button you need to activate to indicate your answer. Some questions are multiple response questions, allowing more than one answer. The answers of a multiple response question have a check box; you need to activate the check boxes of all the answers that in your opinion apply.

Assessment Navigator

For better navigation through your assessment, you may find the Assessment Navigator useful. With this you can 'flag' any question you are not sure about and want to return to at a later stage. In the Assessment Navigator you'll also find a link to the latest version of the uniFLOW Online Manual.

Internet Connection Disruption

If - due to unforeseen circumstances - the internet connection during the test fails, you can login again and click the "resume" button. You can continue your test, your answers will be stored on the server in three minute intervals, and therefore most of your already answered questions will have been saved. The maximum time you have available for the test will not change because you've lost connection therefore you will need to reconnect and resume the test as soon as possible.

Browser compatibility

The Certification Portal is compatible with most browsers including Safari, Opera, Firefox and Chrome. Every effort is made to include full support for the latest versions of these, but this cannot be guaranteed due to the frequent release schedule of some e.g. Firefox and Chrome.

5.3 Exam results

Pass/failure mark for all of the certification tests is 70 %. Directly after finishing the online exam, the exam results are presented to you on-screen. In addition to your total score, you will also see a score breakdown and how you scored on each topic. At the end of each month certificates in PDF format will be sent out via email to all persons that have passed a test.

5.4 Additional information on Exam Procedure

1. If you encounter any problems during your test, please send an email to certification@nt-ware.com.