

JADU

Customer
Certified Training
Program



CUSTOMER CERTIFIED TRAINING PROGRAM

Whether you're new or existing Jadu customers, we want our product experts to make the teams within your organization the experts in using your software.

Our comprehensive, Certified Training Program provides your teams with the understanding, training and skills needed to use all of the key components and features of your Jadu Platform, to help deliver a better experience for your customers.

The continuous releases within your Jadu Platform means there are always new and innovative features that we don't want your team to miss out on.

We recommend that your teams take part in the certified training annually to keep knowledge and skills up-to-date based on the latest releases and updates.

We offer training for these Jadu Platform core products:



HOW IT WORKS?

Each certification is tailored towards each product type and various job roles/skills within your teams.


On completion of the training, your team member will leave with key learnings, new skills and a valuable qualification.

TYPE OF CERTIFICATIONS AVAILABLE


Certification Level	Products			
	CMS	XFP	CXM	CP*
Foundation: 1 day	✓	✓	✓	✓
Practitioner: 1 day	✓	✓	✓	✓
Developer: 1 day	✓	✓	✓	✓
Advanced Developer : 1 day	✓	✓		
System Administrator: 1 day	Covers all products in one day			

*** Note:** CP (Content Portal) training will require both CMS & XFP training sessions at the equivalent level (no extra payment will be charged for the Content Portal certification). CP is classed as an extra product certification, but will be delivered by replacing elements of the CMS training content at the relevant levels (foundation, practitioner, developer).


CMS Certification

	Technical Skills Required	Common Job Roles	Key Learnings	Cost
Foundation	None	Web editor Web manager	<ul style="list-style-type: none"> • Content Publishing • Homepages • Workflow • Users • Roles • Category Management • Reporting • GDPR best practice 	\$1,500 Max 6 people
Practitioner	None	Web editor Web manager	<ul style="list-style-type: none"> • Marketing • Adverts • Galaxies sites • System Configuration • User Management • Troubleshooting • Integrations Hub 	\$1,500 Max 6 people
Developer	PHP / Symfony HTML5 Javascript CSS SQL	Application support Web designer Web developer	<ul style="list-style-type: none"> • Security Primer • Repositories & patch management • Widgets • Supplements • Templates & Custom Pages • MyJadu API 	\$1,500 Max 3 people
Advanced Developer	PHP / Symfony HTML5 Javascript CSS SQL	Application support Web designer Web developer	<ul style="list-style-type: none"> • Custom control center modules • Integrations Hub adapters • User Authentication adapters (non CXM) • Search adapters • Custom Report extensions • Custom personalisation signals 	\$1,500 Max 3 people
System administrator LAMP	Linux Apache MySQL Cron NFS SSL SMTP	System Administrators	<ul style="list-style-type: none"> • Server specification • Software stack installation and configuration • Jadu software installation and configuration • Installation and configuration of services required by Jadu software 	\$1,500 Max 3 people
System administrator WISP	Windows Server IIS SQL Server Scheduled tasks SSL SMTP	System Administrators	<ul style="list-style-type: none"> • Server specification • Software stack installation and configuration • Jadu software installation and configuration • Installation and configuration of services required by Jadu software 	\$1,500 Max 3 people


XFP Certification

	Technical Skills Required	Common Job Roles	Key Learnings		Cost
Foundation	None	Digital analyst Business analyst	<ul style="list-style-type: none"> • Administrator privileges • Form creation • Rules engine • My Account 	<ul style="list-style-type: none"> • Received forms • Email notifications • GDPR best practice 	\$1,500 Max 6 people
Practitioner	None	Digital analyst Business analyst Application support	<ul style="list-style-type: none"> • Integrations hub (CXM) • CXM Form Action • PDF generation • XFP form logic • Data retention • Paybridge including DD integrations 	<ul style="list-style-type: none"> • Integrations Hub (third party connectors) • Bookings • Parameter injection 	\$1,500 Max 6 people
Developer	PHP SQL JS Web Services	Application support Web designer Web developer	<ul style="list-style-type: none"> • File output connectors • Advanced calculations • Snippets 	<ul style="list-style-type: none"> • Validation routines • Custom components • Integrated components 	\$1,500 Max 3 people
Advanced Developer	PHP SQL Javascript Web Services	Application support Web designer Web developer	<ul style="list-style-type: none"> • Custom form actions • Integrations Hub adapters 	\$1,500 Max 3 people	

CXM Certification

	Technical Skills Required	Common Job Roles	Key Learnings	Cost
Foundation	None	Digital analyst Business analyst	<ul style="list-style-type: none"> Workflow Users Roles Groups Person Filters Organisation GDPR Functionality 	\$1,500 Max 6 people
Practitioner	None	Digital analyst Business analyst Application support	<ul style="list-style-type: none"> Integrations hub (mail; addresses; third party) Dashboard customisation / Case Ribbon Import / export cases & people XFP Form Logic (calculations) Linked cases External case references My Account homepage (CMS) 	\$1,500 Max 6 people
Developer	PHP	Application support Web designer Web developer	<ul style="list-style-type: none"> Service API Service API PHP client OAuth2/OIDC SSO enablement HUB Integration Server (HUBis) adapters 	\$1,500 Max 3 people

CONTENT PORTAL Certification

	Technical Skills Required	Common Job Roles	Key Learnings	Cost
Foundation	None	Digital analyst Business analyst	<ul style="list-style-type: none"> PC Integrations Hub PC Form Action PC Portal Pages & Widgets 	Included as replacement sections of CMS training
Practitioner	Perceptive Content / ImageNow	Digital analyst Business analyst Application support	<ul style="list-style-type: none"> Worklists Approve / Decline AssureSign integration * 	Included as replacement sections of CMS training
Developer	PHP	Application support Web developer	<ul style="list-style-type: none"> Configuration Settings Log files and Diagnosing issues Patching process 	Included as replacement sections of CMS training

* **Note:** AssureSign is an additional, paid for product that shall only be included in training where relevant.

OTHER CERTIFICATIONS

Product Trainer Certification

Once a member of your team has qualified for all levels of the Certifications per product, they can become a qualified Product Trainer for each or all of the Jadu products.

Why?

Having a Product Trainer on your team means:

- Save on costs - they can train other members of your team to use the Jadu Platform.
- Save time - you will have an expert in-house, meaning any issues can be resolved quicker or help delivered faster.
- In-house trainer - you'll have the 'voice of Jadu' to develop others skills in your organization to ensure they use Jadu products to maximum effect.

Remember, we are always on hand should you need our support even with a qualified product trainer in-house.

How it works?

We'll provide standard training materials to the new 'Product Trainer' once qualified to help them train extended teams, including:

- Exercises
- Training slides
- Video demos

As part of the certification the Student will be required to lead a training simulation to achieve certification.

Certification is valid for 12 months as long as the trainer keeps up to date with:

- Product update webinars.
- Annual refresher training (50% discount of product trainer cost).

Certification Level	CMS	XFP	CXM	Costs
Foundation level Trainer*: 1 day	✓ (Including Content Portal)	✓ (Including Content Portal)	✓	\$1,500
Practitioner level Trainer*: 1 day	✓ (Including Content Portal)	✓ (Including Content Portal)	✓	\$1,500
Advisor level Trainer: 1 day			✓	\$1,500
Content Author Trainer : 1 day	✓ (Including Content Portal)			\$1,500

** Prior certification in Foundation and Practitioner level service delivery required to be accepted for product trainer certification. Delivery of a training session is required as part of the assessment process.*

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For more information or to express interest in the **Customer Certified Training Program** email: training@jadu.net



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