

# Credential Manager

## FEATURE MATRIX



CANDIDATE FEATURES	STAFF FEATURES	DATA & SYSTEMS MANAGEMENT
<p>Credential status and history</p> <ul style="list-style-type: none"><li>• Review credential status</li><li>• Review credential &amp; renewal requirements</li><li>• Review complete candidate history</li></ul> <p>Personal information update</p> <ul style="list-style-type: none"><li>• Review &amp; update demographic information</li><li>• Report completed program requirements</li><li>• Affiliate with a business partner</li></ul> <p>Online applications</p> <ul style="list-style-type: none"><li>• Credential program applications</li><li>• Exam applications</li><li>• Renewal &amp; recertification applications</li><li>• Other forms defined by the sponsor</li></ul> <p>Online payment</p> <ul style="list-style-type: none"><li>• Credit card payment processing</li><li>• Options for check, invoice &amp; wire transfer</li><li>• E-mail confirmation of payment</li></ul> <p>Automated, secure communication</p> <ul style="list-style-type: none"><li>• Receive automated e-mails with relevant information to help complete credential</li><li>• Receive automated credential expiration warning e-mails</li><li>• Opt in &amp; out of automated program e-mails</li><li>• Communicate with customer service via a secure, web-based system</li></ul> <p>Credential verification services</p> <ul style="list-style-type: none"><li>• Publish Credential: candidates securely publish their credentials to employers &amp; other stakeholders</li><li>• Credential Check: candidates provide permission for employers or other stakeholders to pull authenticated credentials</li></ul> <p>More</p> <ul style="list-style-type: none"><li>• Secure, 24x7 login</li><li>• Order additional certificates</li><li>• Candidate interface offers multiple language support for global programs</li></ul>	<p>Customer service</p> <ul style="list-style-type: none"><li>• Workflow tools including candidate, incident, payment &amp; fulfillment queues</li><li>• Candidate information review &amp; update</li><li>• Candidate results &amp; certification status review and update</li><li>• Candidate de-duplication &amp; merge management</li><li>• Complete history of transactions for each candidate</li><li>• Unified candidate &amp; customer service tools</li></ul> <p>Program administration</p> <ul style="list-style-type: none"><li>• Visually create &amp; update program rules; includes support for complex rules</li><li>• Program rules include exams, applications, payments &amp; other requirements such as transcripts, letters of reference, work experience, continuing ed, etc.</li><li>• Credentials automatically granted based on program rules</li></ul> <p>Eligibility and fulfillment management</p> <ul style="list-style-type: none"><li>• Exam eligibility records are automatically sent to test service providers</li><li>• Fulfillment information is automatically sent to fulfillment providers</li></ul> <p>Continuing education management</p> <ul style="list-style-type: none"><li>• Tools for managing continuing education sources, credits, conversions &amp; other options</li><li>• Self-reporting of continuing education progress by candidates</li></ul> <p>Recertification management</p> <ul style="list-style-type: none"><li>• Recertification rules are created &amp; updated like program rules</li><li>• Recertifications are automatically granted based on completion of recertification rules</li><li>• Automated expiration warning e-mails provide reminders &amp; steps for credential renewal</li></ul> <p>E-commerce with instant credit card processing</p> <ul style="list-style-type: none"><li>• Form-based e-commerce collects fees for candidate activities</li><li>• Support for payment by check, invoice &amp; wire transfer</li><li>• Services like certificate re-order &amp; publish credentials can generate additional revenue</li></ul> <p>Automated communication</p> <ul style="list-style-type: none"><li>• Automated event-based e-mails provide reminders &amp; relevant info to pull candidate through process</li><li>• Web-based incident system allows customer service to respond to candidate requests</li><li>• Web-based incident system allows private comments in candidate records</li></ul> <p>Reporting</p> <ul style="list-style-type: none"><li>• Over 150 predefined reports help you increase revenue, save costs &amp; expand your program</li><li>• Dashboard reports for executives</li><li>• Item analyses for psychometricians</li><li>• Exam results, fraud detection reports &amp; more</li></ul>	<p>Hosted solution</p> <ul style="list-style-type: none"><li>• Frequent software updates</li><li>• Tier-one data center provides unmatched security, uptime &amp; backup services</li><li>• Data center meets regulatory requirements including SAS-70 Type II &amp; many others</li><li>• No new IT budget required: IT personnel &amp; software and hardware upgrades included</li><li>• Hosted solution offers financial savings &amp; predictable yearly costs</li><li>• Small and large credential sponsors benefit by outsourcing this IT function</li></ul> <p>Data import and cleansing</p> <ul style="list-style-type: none"><li>• Automated results import from test service providers</li><li>• Sophisticated, time-tested error-checking automatically returns bad records</li><li>• Automated de-duplication</li><li>• Data feeds from learning management systems, association management systems, &amp; other third-party services and software</li></ul> <p>Security</p> <ul style="list-style-type: none"><li>• Tier-one data center provides unmatched physical &amp; digital security</li><li>• Client-defined role-based user access</li><li>• All data transmission secured via SSL</li></ul> <p>Data Exchange &amp; Integration</p> <ul style="list-style-type: none"><li>• Test Service Providers</li><li>• Association Management Systems</li><li>• Learning Management Systems</li><li>• Accounting Packages</li><li>• Fulfillment Vendors</li><li>• More</li></ul>