TOSA digital
Salesforce

salesforce

This certification is for all Salesforce users who wish to certify their skills regardless of their proficiency level.

Assessment	
☑ 25 questions	⧖ 40 minutes

Certification	
☑ 35 questions	⧖ 60 minutes

- In-app questions [1]
- Adaptive testing

Expected Proficiency Level by Career:

- *Beginner/Basic*: the candidate is not able to use the software in a professional environment.

- *Productive*: customer relationship manager in a bank or insurance company.

- *Advanced*: Salesforce CRM administrator

- *Expert*: Salesforce team member.

CERTIFICATION TOSA EXCEL 2019

We, the undersigned, Marc Alpérovitch President of Isograd, editor of Tosa and Karine Martin, Chief Content Officer, hereby certify:

John Smith

Completed the Tosa Excel 2019 Certification exam, on May, 28th 2021 in the Isograd exam center and obtained the following score : 852/1000 corresponding to a skill level of: Productive.

KARINE MARTIN
Chief Content Officer

MARC ALPÉROVITCH
President

Skill Domains:

Domain	Skills
Tool Environment	User interface Reports Dashboard and calendar Data management
The CRM	Contacts Leads Accounts Campaigns
Activity Organization	Task management History tracking Emails, event Call centers
Sales Processes	Lead, prospect status Opportunities Opportunity management Business process integrity Salesforce knowledge base

Expertise Report :

Comprehensive and easy-to-interpret skills reports are generated at the end of each assessment test. They help you:

- *Identify* candidates' skills at a glance.

- *Adapt* your programs to their training needs.

- *Measure* the effectiveness of your programs.

- *Obtain* group reports or progress reports.

Languages and Versions :

English and French   *None*

For additional information, please contact
sales@isograd.com

Tosa Salesforce

Why certify with Tosa?

It is essential to make a difference in the job market. **Tosa certifications enable candidates to measure and attest to their digital skills.** Tosa certifications deliver a score out of 1,000 for candidates to put on their resume or on their professional networks.

According to our certified individuals, the Tosa certification:

- Gives them more confidence in their skills **(86%)***
- Adds value on their CV **(76%)***

Understanding the Tosa score

The Tosa certification is based on a single score scale, available in five levels:

Level	Scores		Description
Expert	876 – 1000		Candidate has extensive knowledge of the subject evaluated. Candidate's productivity in its use is optimal.
Advanced	726 – 875		Candidate has very good knowledge and control of the subject matter being evaluated. Candidate's productivity is excellent.
Productive	551 – 725		Candidate possesses the skills needed to operate effectively in a professional environment.
Basic	351 – 550		Candidate has sufficient knowledge to perform simple tasks.
Beginner	1 – 350		Candidate's knowledge of the evaluated subject is limited.

What is an in-app question?

Beyond traditional MCQs, our tests offer the candidate practical exercises (or in-app questions) directly in the development environment or software.

- **Online in-app question:** a software window opens directly in the test environment. Candidates *do not* need to have the software installed on their computers.
- **Desktop in-app question**: to respond to the exercise, candidates must download the answer file and *open it in the software that must be installed on their computer*. Then, the candidate must submit the file on the Tosa platform.
- **Web in-app question**: candidates have a connection link to the software in its web version with login credentials. The candidate must click on the link that opens a new tab, log in, and answer the question.

What is adaptive testing?

Our technology adapts the test's difficulty to the candidate's answers. The more difficult the questions asked, the higher the candidate's proficiency level.

* Study carried out in 2019 by Epoka for Isograd with 6535 Tosa certified individuals.