

Tosa Salesforce certification can help you ensure students are proficient in all Salesforce functionalities.

Proficiency Level by Career:

- **Beginner/Basic:** the student is not able to use the software in a professional environment.
- **Productive:** customer relationship manager in a bank or insurance company.
- **Advanced:** administrator of a company's Salesforce CRM solution.
- **Expert:** Salesforce team member.

🔗 Assessment
✅ 25 questions ⌚ 40 minutes

🔗 Certification
✅ 35 questions ⌚ 60 minutes

🔗 In-App questions ¹
🔗 Adaptive testing



Skill Domains:

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** students' 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

Lightning

For additional information, please contact sales@isograd.com

Why certify with Tosa?

It is essential to make a difference in the job market. **Tosa certifications enable students to measure and attest to their digital skills.** Tosa certifications deliver a score out of 1,000 for students 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	Student has extensive knowledge of the subject evaluated. Student's productivity in its use is optimal.
Advanced	726 - 875	Student has very good knowledge and control of the subject matter being evaluated. Student's productivity is excellent.
Productive	551 - 725	Student possesses the skills needed to operate effectively in a professional environment.
Basic	351 - 550	Student has sufficient knowledge to perform simple tasks.
Beginner	1 - 350	Student's knowledge of the evaluated subject is limited.

What is an in-app question?

Beyond traditional MCQs, our tests offer the student 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. Students *do not* need to have the software installed on their computers.
- ✔ **Desktop in-app question:** to respond to the exercise, students must download the answer file and *open it in the software that must be installed on their computer*. Then, the student must submit the file on the Tosa platform.
- ✔ **Web in-app question:** students have a connection link to the software in its web version with login credentials. They 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 student's answers. The more difficult the questions asked, the higher the student's proficiency level.

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