BATCH SOLUTIONS EXPERT
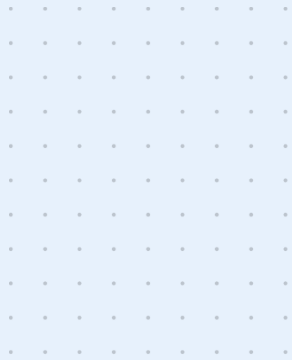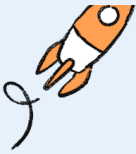# CERTIFICATION

LEVEL 1

INTRODUCTION

The entire Batch team is delighted to introduce you to Level 1 of the Solutions Expert Certification. Before you embark on this (short) adventure, we'll tell you everything you need to know about it!

Who is this certification for?

The Solutions Expert certification is primarily aimed at people who are required to manage technical projects involving the **implementation of Batch** within a MarTech ecosystem. This means being able to identify the prerequisites, data flows and integrations required to meet the needs of a CRM strategy using Batch.

Level 1 certifies mastery of the basic knowledge needed to design an architecture integrating Batch via available technical solutions (SDKs, APIs, database, dashboard, etc.).

Level 2 (currently being drafted) is the next level up, certifying the ability to manage advanced implementations (technical interconnections, messaging, omnichannel).

How is this certification structured?

The certification is made up of 40 questions, divided into 7 parts representing the classic path of a technical project manager on the CRM Batch platform.
The scale varies according to the difficulty of the questions.

To pass, you'll need to get **at least 75% of your answers right** (49/66).

Here's a sample question:

You're starting a project to implement Batch in your mobile applications and want to separate your development environments from your production environments. How do you manage this?

- ☐ By declaring the integration mode (Live/Dev) in the application's "Manifest" file
- ☐ By creating applications dedicated to test/pre-production environments on the dashboard
- ☐ Using the dashboard's Sandbox mode
- ☐ By testing on the production environment directly

Did you succeed?

We knew it!

Results are sent instantly, and you'll soon receive your certification by e-mail.

You were almost there?

No cause is lost...

We've selected the essential articles and guides you need to read or reread to (re)pass your certification in the best possible conditions.

So, where can I start?

Just click on **this link**.

Break a leg ☝️

PRACTICAL GUIDE

Not sure where to start? Would you like to brush up (like in the good old days) before embarking on this certification?
We've got you covered! Here's an exhaustive summary of the articles and guides you need to read to have all the cards in your hand.

[What is Batch?](#)

Dashboard administration and management

Configure your Batch dashboard to manage your environments (Mobile & Web Applications, Channels & Projects, Development and Production) and the teams involved in the Batch implementation project.

[Glossary - Settings](#)

[Account settings](#)

[Invite a team member](#)

[Managing mobile test environments](#)

[Managing web test environments](#)

Batch allows you to orchestrate and route your campaigns across all channels: email, mobile push, in-app messages, web push, to run all your scenarios, from the simplest to the most sophisticated: fine segmentation, personalization, AB testing, multilingual, etc.

I.   Mobile & web push notifications

[Glossary - Settings](#)

[Glossary - Push and In-App campaigns](#)

[How mobile push notifications work](#)

[Integrating Batch into an iOS or Android application](#)

[How web push notifications work](#)

[Integrating Batch on a website](#)

[Understanding and interpreting campaign analytics](#)

II. In-App messaging

III. Email

Data management and data model

Batch enables you to collect all logged and anonymous user data in real-time, whether on your application, your site (via our SDKs) or from your IS or a third-party tool (via our APIs). The data is then collected and unified in one place: **the user profile.**

Glossary - Settings

RGPD Compliance

Customize a user's language and country

Define a user ID and upload user data

Projects & Profiles

Designing a tagging plan

Dynamically customize message content (Push, In-App)

APIs and data flows

Batch features APIs for sending and retrieving personalized data, triggering message sends (emails, push notifications) and RGPD compliance.

Profile API - for importing user data

Custom Data API - for importing user data

API Trigger Events - for sending user events

Transactional API - for sending transactional notifications

Push Campaigns API - for creating push campaigns

Custom Audiences API - for segment import

GDPR API - for managing user data access and deletion requests

Event dispatchers

User acceptance & troubleshooting

Batch provides a set of tools for technical and CRM teams to carry out acceptance tests at the end of an implementation project, or to diagnose and resolve unitary problems.

[View user profile data](#)

[View device or user data](#)

Test a batch integration on [iOS](#) / [Android](#) / [Web](#)

Send a test push notification to [iOS](#) / [Android](#) / [Web](#)

[View SDK Batch logs on Android](#)

Find your installation ID on [iOS](#) / [Android](#)

[Use the Transactional API response token for debugging](#)