

Journey Manager Qualified Front End Builder Exam Guide

Certified Exam Guide and Preparation

Exam name: Journey Manager 19.x Qualified Front End Builder

Exam number: PR000008

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 Questions: 10

 Answers to the above Sample Questions: 12



Becoming Certified with Temenos

The Temenos certification program is a professional accreditation that Temenos offers to its employees, partners, and clients who demonstrate proficiency in basic and advanced topics relating to maintaining and troubleshooting the Temenos Journey Platform. The Journey Manager Qualified Front End Builder certification is a recognized standard proving that Front End Developers have the knowledge and skills required to develop cutting-edge front-end applications using Temenos' newest generation design tool, Journey Maestro..

Becoming a qualified and certified resource is the first step towards engaging in Temenos client projects and ensuring exceptional customer experiences.

This guide will help you prepare for the Journey Manager 19.x Qualified Front End Builder certification exam. It describes the knowledge and skills that are required to achieve a passing grade.

Exam Details

- Number of questions: 75
- The Exam Time Limit: 90 minutes
- Passing Score: 70%
- Question types are:
 - Multiple Choice
 - True or False
 - Multiple Selection

You are allowed a total of three attempts over a period of one year to pass the exam. If you require a second attempt, you will need to wait at least three days before attempting the exam again. If you require a third attempt, you will need to wait at least fourteen days before attempting the exam again.

Temenos' certification exams are delivered by Kryterion Global Testing Solutions. The exam is an on-line proctored format. For best results, be certain to review the Test Taker Guide, On Line Proctoring Series, provided by Kryterion in advance of the exam. Key considerations for an optimal On-Line Proctor test environment include:

- The room is well lit, quiet, and free from distractions.
- Headphones are not allowed during testing.
- Cell phones must be removed from the area.
- The testing surface is clean and clutter-free.
- Reading the exam aloud is not permitted.
- Interaction with another individual is not allowed during testing.
- You must remain in clear view of the camera during testing.
- Engage your On-Line Proctor as needed for any additional questions during the exam.



Registering for the Exam

Temenos' certification exams are delivered by Kryterion Global Testing Solutions. The Journey Manager 19.x Qualified Front End Builder exam is a proctored exam and is only delivered online. You will need to register with Kryterion to take the exam.

To book an exam, go to <https://www.webassessor.com/avoka/index.html> and login or create an account. Once you are logged in, you will be able to schedule an exam.

The Temenos Certification FAQ.pdf provides step-by-step instructions for registering for the exam. You can find the FAQ guide on our partner portal at this location:
<https://community.avoka.com/training/f/certification>.

Exam details:

- Exam Name: Journey Manager 19.x Qualified Front End Builder
- Exam Number: PR000008
- Exam Cost: 175.00 USD



Exam Topics

The exam measures several competencies related to designing, developing and deploying a Journey Maestro form. There are seven main topic areas:

1. Adding Functionality to a Form
2. Creating and Working with Form Projects
3. Designing a Form
4. Integration
5. Planning a Journey Maestro Form Solution
6. Troubleshooting
7. Working with Shared Components

Within each topic, there are specific subtopics that describe typical tasks that a platform developer would need to perform:

Topics	Subtopics and Tasks
Adding Functionality to a Form	<p>You should be able to:</p> <ul style="list-style-type: none"> • Add multiple languages to a Journey Maestro form • Add Rules to a Journey Maestro form • Describe the structure of a Journey Maestro forms • Use the Journey Mastro API functions • Have a solid understanding of best practices when designing a form • Know how to insert form data into display objects to personalize the form and work with Brands • Display a level of competency when writing JavaScript
Creating and Working with Form Projects	<p>You should be able to:</p> <ul style="list-style-type: none"> • Build and Organize a Forms Project • Configure Form Properties on Journey Manager • Describe how versioning works in Journey Maestro
Designing a Form	<p>You should be able to:</p> <ul style="list-style-type: none"> • Describe accessibility best practices for a Journey Maestro form • Describe the functionality of native form components • Set component, form, and navigation properties • Differentiate the tasks usually performed by the Template Designer with that of the Form Designer • Work with Repeatable Data • Generate a PDF Receipt



Topics	Subtopics and Tasks
Integration	<p>You should be able to:</p> <ul style="list-style-type: none"> Manage entities and Domain Models, data prefill, and data submission in a Journey Maestro form <p>Describe Personally identifiable information (PII)</p>
Planning a Journey Maestro Form Solution	<p>You should be able to:</p> <ul style="list-style-type: none"> Describe, at a high-level, the Journey Manager Platform product <p>Describe, at a high-level, the steps for planning a Journey Maestro form solution</p>
Troubleshooting	<p>You should be able to:</p> <ul style="list-style-type: none"> Debug a Journey Maestro form Identify Tools Available for Troubleshooting a Journey Maestro form
Working with Shared Components	<p>You should be able to:</p> <ul style="list-style-type: none"> Create and update shared components Describe how overrides work with shared components

Distribution Weight of Exam Topics

Each exam question carries the same weight, and there is no partial credit given for any question – all questions have the same value. The questions for the exam are distributed as follows:

Topics	Percentage Range of Exam
Adding Functionality to a Form	20 - 30%
Creating and Working with Form Projects	10 - 20%
Designing a Form	20 - 30%
Integration	15 - 25%
Planning a Journey Maestro Form Solution	10 - 15%
Troubleshooting	10 - 20%
Most Common Journey Manager Issues	5 - 10%



Description of the Journey Manager Front End Builder Role

This exam is designed for individuals who are front-end web developers and are expanding their skill set to include developing Journey Maestro forms, or for individuals that have experience performing the tasks and functions normally associated with a Journey Maestro, Form Builder.

You are expected to have a minimum level of knowledge, skills, and abilities commonly associated with the form builder role before attempting the exam.

As a Journey Manager Front End Developer, you should be able to perform the following tasks:

- Analyse client forms and determine which form elements can be used across multiple forms
- Build forms that conform to the best user experience and follows best practice
- Identify and describe out-of-the-box form components
- Bind data to form fields
- Create shared components
- Write simple and complex rules using JavaScript
- Describe best practice regarding accessibility for forms
- Design multilingual forms
- Create receipts based on user specification
- Navigate XML and JSON data structures
- Utilize Journey Maestro API
- Publish forms to Journey Manager and configure form and form version properties
- Verify that form functionality behaves as expected and troubleshoot where necessary
- Optimize forms using Journey Analytics and A/B Testing

Typically, a candidate attempting this exam would have the following work experience in addition to having worked with Temenos Journey Maestro:

- 1-2 years' background in web page design (3 or 4 years preferred)
- 1-2 years' experience in page layout or document design (3 or 4 years preferred)
- Working knowledge of JavaScript
- Understanding of data formats such as JSON and XML
- Understanding of HTML and CSS structure and syntax
- Experience debugging using browser-based debugging tools
- Understanding of AngularJS and jQuery is optional but nice to have

Preparing for the Exam

Temenos Training

Temenos offers Journey Maestro training onsite or virtually. Training is not mandatory for certification but highly recommended. Keep in mind that training, on its own, will not provide you with the knowledge and skills needed to pass the exam successfully. It is only one step in the journey to certification. Self-study and successful hands-on experience are needed to gain the knowledge and experience needed to pass the exam.



Additional Resources

In addition to training, the Temenos Community website (<https://community.avoka.com/>) is an excellent resource. Make sure you sign-up to get the most out of the Temenos Community. Don't have an account? You can always sign-up on the landing page.

Self-Assessment Quiz

Use the following table to review the exam topics and assess your readiness to take the exam.

Topics and Subtopics	Yes	No
Adding Functionality to a Form		
I know the steps required to translate a form into multiple languages		
I can add Rules and Libraries to a form to complete a functional task or enhance the user's experience		
I can describe the form structure view and how each top level node in the form content structure is used		
I can retrieve data from a Journey Manager service and populate a form or a selection of fields		
I can describe general best practices for form design and user experience		
I can inject Angular expressions into text display components to personalize a form or modify the look-and-feel of a form with Brands		
I can write JavaScript and understand JavaScript syntax		
Creating and Working with Form Projects		
I can create form projects following best practices as outlined by Temenos		
I can describe the various assets associated with a forms project and what assets are stored in a location		
I can deploy a form to Journey Manager and set form and form version properties		
I can create and manage versions in Maestro		
Designing a Form		



I can describe best practices for designing accessible forms, including built-in features delivered as part of the template

I can describe the form components that are included with Journey Maestro and associate typical use cases for those components

I can describe the features and functionality available when designing and rendering a PDF receipt

I can set properties in Journey Maestro form components and control navigation using properties exposed in the Journey Maestro design interface

I can delineate the role and tasks of the Template Designer to that of the Form Designer

I can display and manage repeatable data in a Journey Maestro form

Integration

I can manage a form's preview and submission data

I can describe how Domain Models work in Journey Maestro

Planning a Journey Maestro Form Solution

I can describe, at a high-level, the Journey Manager platform products and how Journey Maestro interacts with the various parts of the platform

I can take a client's requirements and use cases, and describe how best to plan a form design

Troubleshooting

I can describe the steps required to troubleshoot a Journey Maestro form

I have used browser developer tools and 3rd party add-ons for debugging web applications

Working with Shared Components

I can create shared components from the form and dashboard

I can describe how overrides work with shared components



I can create component properties

I can update a shared component and migrate those changes to forms using that component

Sample Test Questions

Below are some examples of the types of questions you will find on the exam.

Questions:

Question 1:

You have associated a Dropdown component on your form with a Transact Function. As the user selects a value in the Dropdown, you trigger the function call. Which Rule would you use on the Dropdown component?

- a. Focus
- b. Blur
- c. Click
- d. Change

Question 2:

Which one of the following Journey Maestro components are commonly used in conjunction with a Data-Driven dropdown component (Select all that apply)?

- a. Data Field
- b. Text Display
- c. Text Field
- d. Card
- e. Button

Question 3:

Which of the following statements about form design best practice is false?

- a. Indicating valuable information using all CAPS
 - b. Using conversational language on the form
 - c. Removing all non-essential components
 - d. Grouping related components together into Sections, Blocks, or Fieldsets
-



Question 4:

What is an appropriate component type to use when there is a large number of possible answers?

- a. Auto Complete field
- b. Radio Button Group
- c. Text Field
- d. Checkbox

Question 5:

Which category of logging should be used most, as it can be toggled on/off as needed?

- a. Error
- b. Info
- c. Debug
- d. Warn

Question 6:

True or False: A form version can be based on any previous version?

- a. True
- b. False

Question 7:

Which of the following statements about Data Extracts is true?

- a. Data Extracts are duplicate values in the Data Schema.
- b. Data Extracts are repeatable nodes in the submitted data.
- c. Data Extracts are used to represent preview data.
- d. Data Extracts are stored separate from the submitted XML payload

Question 8:

How do you change the size of a component to span 12 columns on the page?

- a. Select the component and change the width and height options in the Properties panel
 - b. Select the component and change the width and height options in the Styles panel
 - c. Select the component and change the width option in the Properties panel
 - d. Select the component and change the width option in the Styles panel
-



Question 9:

Which of the following statements about the XML data structure of a Journey Maestro form are correct?

- a. The client data XML is in a flat structure by default unless using Domain Models
- b. The client data XML is in a hierarchal structure based on the Sections of a form
- c. The format of the data structure cannot be changed in Journey Maestro
- d. The format of the data structure can be submitted as JSON or XML

Question 10:

Which of the following types of information is generally not considered PII (Personally Identifiable Information)?

- a. Driver's license number
- b. Passport number
- c. Credit card numbers
- d. First Name

Answers to the above Sample Questions:

Question 1:

You have associated a Dropdown component on your form with a Dynamic Data button. As the user selects a value in the Dropdown, you trigger the Dynamic Data service. Which Rule would you use on the Dropdown component?

- Correct Answer: (d) Change

Question 2:

Which one of the following Journey Maestro components are commonly used in conjunction with a Data-Driven dropdown component (Select all that apply)?

- Correct Answer: (a) Data Field, (c) Text Field

Question 3:

Which of the following statements about form design best practice is false?

- Correct Answer: (a) Indicating valuable information using all CAPS
-



Question 4:

What is an appropriate component type to use when there is a large number of possible answers?

- Correct Answer: (a) Auto Complete Field
-

Question 5:

True or False: Shared components edited in the form will be updated across all forms within the project?

- Correct Answer: (b) False
-

Question 6:

True or False: A form version can be based on any previous version?

- Correct Answer: (a) True
-

Question 7:

Which of the following statements about Data Extracts is true?

- Correct Answer: (d) Data Extracts are stored separate from the submitted XML payload
-

Question 8:

How do you change the size of a component to span 12 columns on the page?

- Correct Answer: (c) Select the component and change the width option in the Properties panel
-

Question 9:

Which of the following statements about the XML data structure of a Journey Maestro form are correct?

- Correct Answer: (a) The client data XML is in a flat structure by default unless using Domain Models
-

Question 10:

Which of the following types of information is generally not considered PII (Personally Identifiable Information)

- Correct Answer: (d) First Name