Clarabridge Certified Business Analyst

Business Analyst Certification

The Business Analyst Certification is an in-depth program focused on giving partners the skills to deliver insights to their clients using the Clarabridge CEM platform. This is accomplished through Clarabridge University Core Curriculum, labs, use cases, a final exam, and a presentation. Upon completion of the program, students will be able to:

Leverage the Clarabridge platform across the customer journey to deliver qualitative and quantitative data-driven insights

Explore the factors that shape the customer experience to build categorization models, tune sentiment, and analyze data

Consult with customers to design, define, and modify insights analysis studies in order to create enduring client engagements

Collaborate with customers to identify and suggest business recommendations

Certification Curriculum

The Business Analyst Certification is offered virtually through instructor-led courses and one-on-one sessions. Courses are offered on a monthly basis, and certification is typically be completed within a 5-week timeframe. Candidates must commit at least 100 hours to fully complete this certification. Clarabridge University will work with each student individually for course registration.

COST / $8,000 per student OR $1,900 per student for partners who have purchased Unlimited Training

	SCHEDULE	DURATION	ADDITIONAL REQUIREMENTS	EST. TIME
1	Fundamentals of Clarabridge*	45min	Students will be required to view a Pre-Certification kick-off call recording.**	1 hrs
2	Implementing Clarabridge Analyze*	1hr		
3	Basic Categorization Skills	8hrs	Students will create and review a customer model.	20-30 hrs
4	Advanced Modeling Categorization Skills	4hrs		
5	Reading and Understanding Sentiment*	2hrs	Students will tune sentiment in a project and review with instructor. They will also complete a categorization and sentiment quiz.	8-16 hrs
6	Tuning Sentiment	6hrs		
7	Analyze Insights with CX Designer	4hrs	Students will find insights and create dashboards using CX Studio, review with instructor and complete insights quiz.	10-20 hrs
8	Construct Actionable Insights with CX Studio	8hrs		
	FINAL EXAM AND PRESENTATION	4.5hrs		5-8 hrs

Course is a recording and must be viewed prior to attending the instructor led courses.

***Pre-requisite to the instructor led courses*

Contact

For any questions related to course scheduling, content, or otherwise, please contact:
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Clarabridge helps hundreds of the world's leading brands understand and improve their customer experience. Using advanced textanalytics, Clarabridge transforms survey, social, voice and all other forms of customer feedback into intelligence used to empower confident, decisive action across the business. The result: happier customers. For more information, visit www.clarabridge.com.