



ThoughtSpot

Frequently Asked Questions (FAQ)

May 2023

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Instructor-Led FAQ

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Where can I find a list of all scheduled events?

A list of all scheduled events can be found online in the [ThoughtSpot Training Calendar](#). To request private training events, contact education@thoughtspot.com.

Where are live, Instructor-Led training events held?

Live, Instructor-Led events are held virtually via Zoom, as well as at ThoughtSpot offices and other locations around the world.

How much does Instructor-Led training cost?

Live, Instructor-Led training list prices are outlined [here](#). Bulk discounts are also available. For further information, contact education@thoughtspot.com.

What payment methods are available?

Accepted payment methods include all major credit cards: Visa, MasterCard, American Express, or Discover. The charge will appear as ThoughtSpot Inc. on your credit card statement.

Purchase orders can be created for any training events as necessary. For further information, contact education@thoughtspot.com.

How can I register for Instructor-led training events?

Registration for ThoughtSpot Instructor-Led Training may be made through ThoughtSpot University, [here](#).

What is the cancellation policy?

For ThoughtSpot delivered training, cancellation requests must be made at least 7 business days prior to the start of the class to secure a full refund. If you prefer, we can transfer your registration to a future class of equal value.

Students who do not cancel within 7 business days and/or do not attend the class will not receive a refund and will be charged the full amount.

Can I get private training at my workplace?

Yes! Contact education@thoughtspot.com to inquire about private training events.

What are other ways to get training?

In addition to Instructor-Led training events, official ThoughtSpot training is also available through self-paced, eLearning courses at [ThoughtSpot University](#).

In ThoughtSpot University, how can I find a listing of Instructor-Led courses only?

From anywhere in ThoughtSpot University, click on the [Instructor-Led](#) option from the navigation bar.

eLearning FAQ

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How do I create a ThoughtSpot University account?

Visit [ThoughtSpot University](#) and click Sign In from the upper right corner, then click Sign up. Fill out the required fields and make note of your login in credentials. Upon successful account creation, check your inbox for a confirmation email.

How do I learn about and/or register for eLearning courses?

To register for any eLearning course, visit [ThoughtSpot University](#) and click eLearning from the navigation bar. Click the Register button found on any course detail page to enroll. You may need to sign in or create a ThoughtSpot University account to complete your registration. An email notification confirming your registration will be sent.

How can I update my email address or account information?

Once logged in, click the drop-down arrow next to your profile icon in the upper right corner of ThoughtSpot University, and select [My Profile](#). This will take you to your account page where you can update your settings.

How do I find my registered courses and current status in those courses?

Once logged in, click the drop-down arrow next to your profile icon in the upper right corner of ThoughtSpot University, and select [My Profile](#). This will take you to your account page where you will see a list of all your registered courses and their status.

What browser should I use?

We recommend using Chrome or Firefox to access your online courses. Occasional issues have been reported by some users when using IE.

ThoughtSpot University uses cookies to serve certain course content and asset types to learners. If you are experiencing difficulty loading course content or if you see browser error messages, please contact education@thoughtspot.com.

How do I know which courses to enroll in?

ThoughtSpot's role-based learning paths are designed to guide you to find the most relevant content to your role.

How do I complete a course?

To complete an online course, all elements within a lesson section must be marked as completed. In some cases, this may require the full video length to be watched, or all interactive steps to be completed within a module.

What if I can't access my ThoughtSpot instance? Can I still complete the eLearning courses?

Yes! Many of our eLearning courses have hands-on exercises that let you use a live, embedded instance of ThoughtSpot. You will get experience using the system right away, regardless of whether you can access your own instance.

Certification FAQ

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What are the benefits of ThoughtSpot Certification?

ThoughtSpot Certifications enable you to prove your expertise in the world's most marketable BI skills.

- Complete a rigorous program of learning far beyond product functionality.
- Earn validated, distinct levels of certification that you can carry with you throughout your career.
- Certify your expertise through online self-service proctored exams taken at your convenience.
- Prove that you can make the right judgement calls and apply best practices when using and implementing ThoughtSpot.
- Share your achievements through the Credly Acclaim platform, the most comprehensive global solution for recognizing skills, capabilities, and achievements.

What certifications can I earn?

A listing of all certifications and descriptions is available online at ThoughtSpot University, [here](#).

If you are a ThoughtSpot Partner, interested in sales certifications, please contact alliances@thoughtspot.com.

What is the Credly Platform?

Your badges and certifications from ThoughtSpot will be issued by Credly and live on their platform. Credly is the leading digital credentials platform for badging and certification.

Using Credly, you can keep these credentials with you throughout your career. You decide when to make them public or private, and you can share them on LinkedIn and Twitter, and attach them to your LinkedIn profile.

You will also be able to see a list of the skills you've learned with each credential, and view job openings that require those skills. This helps you develop your skills and prove them in a way that is verifiable on the platform.

What are the proctoring guidelines?

The proctoring is meant to ensure that you are actually the person taking the exam, and that you are answering all the questions on your own. You will be required to show a government issued photo identification before beginning. Webcam video/audio and computer navigation will be captured for the duration of your exam.

The exam lasts for one hour. During the exam, you should avoid these actions:

- Leaving the room
- Taking or placing a phone call
- Talking to or collaborating with other people

The exam is open book, which means you are free to search online or use reference materials and notes while taking the exam.

How do I prepare to take the certification exam?

The best preparation is the training associated with the exam, and your materials and notes from training. You may also find the [ThoughtSpot Documentation](#) helpful. The associated training courses for each Certification can be found in the course details for each option, [here](#).

Formal attendance in the associated training courses is not required, however. For example, if you have years of experience implementing ThoughtSpot, you may be able to pass the exam without attending a training course first.

Before taking your exam, you will need:

1. 60 minutes in a location where you can concentrate, and you will not be disturbed.
2. If this is your first time taking a proctored exam, plan for an extra 15 minutes to set up to take the exam.
3. Your government issued photo identification (driver's license, passport, etc.)
4. Hardware, software, and Internet connection as defined in the [ProctorFree Technical Requirements](#).
5. Any reference materials or notes from training.

What can I expect in the exam process?

ThoughtSpot partners with ProctorFree for proctoring our certification exams. You will have to setup the ProctorFree software but the setup process is launched from within the ThoughtSpot certification exam.

Once you start your exam you will have one hour to complete it and will be given 3 attempts to pass it.

Upon successful completion of the exam (75%), you will immediately be issued a Certification Badge from Credly.

Where can I find out more information about exam proctoring?

- [General Information on Exam Proctoring](#)
- [ProctorFree Technical Requirements](#): System compatibility and setup information

How long do I have to wait to take the exam?

After you've paid the exam fee you will be taken directly to the exam and can start it right away or return to ThoughtSpot University to complete it at a later date.

What happens after completing the exam?

Once you have completed your exam, click Finish in the proctoring window and the proctoring report will be automatically reviewed. You will need to attain 75% correct answers or better to pass the exam. Note that your exam fee covers up to 3 test attempts. Your transcript will only show the highest score you have attained.

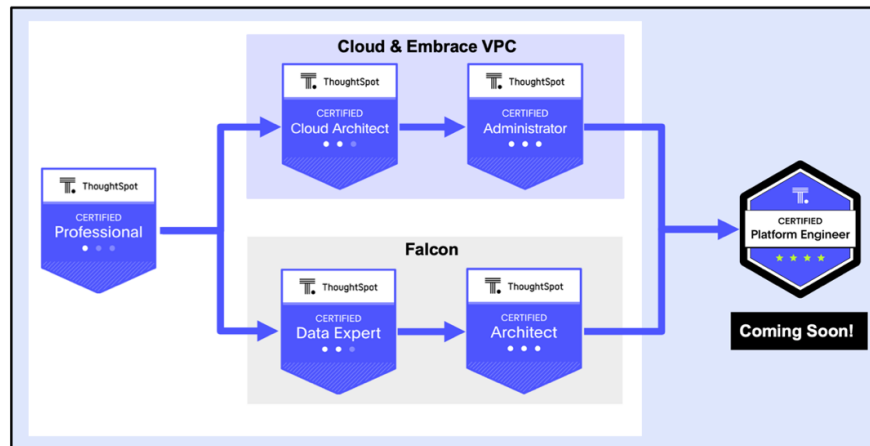
If you have passed the exam, you will receive your certification immediately. Your score and your official badge will be available to you on [your profile](#).

How much does the exam cost and what does it include?

The exam fee is \$200 USD and includes up to 3 exam attempts.

What is my certification path?

We have two certification paths based on your ThoughtSpot deployment.



The ThoughtSpot Cloud Certification path is for any ThoughtSpot deployment connecting to a data warehouse through Embrace. This path consists of the Professional, Cloud Architect, and Administrator certifications.

The Falcon-based certification path is for software customers using ThoughtSpot's in-memory Falcon database. This path consists of the Professional, Data Expert, and Architect certifications.

If you are not sure which certification path is right for you, email education@thoughtspot.com.

The learning content of the exams build upon each other, so each exam requires the successful completion of the preceding exam.

How many exam questions are there and how long does it take?

Each exam includes between 40 and 60 questions. You are permitted up to 1 hour to complete each proctored exam.

After I purchase my exam, how long do I have to complete it?

You can complete your certification any time after you purchase it.

What if I lose network connectivity during my exam?

Students are responsible for meeting the technical requirements necessary for the proctored exam process. Hardware, software, and Internet connection are defined in the [ProctorFree Technical Requirements](#). If any technical issues that arise during the test, please email education@thoughtspot.com.

Where can I view my certification history?

Upon passing your exam, your score, badge, and a certification of completion will always be available to you in your ThoughtSpot University [profile](#) online. You can share your ThoughtSpot Certification badge on LinkedIn, Twitter, and other social media. You can also view your certification directly on the [Credly](#) platform.

Can I get a refund on an exam?

ThoughtSpot Certification exams are non-refundable.

Can I retake an exam?

When you purchase a ThoughtSpot certification exam, you will get 3 attempts to become certified. If all 3 attempts are failed, it is recommended that you take the appropriate training for the exam before making another exam purchase for another Certification attempt.

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