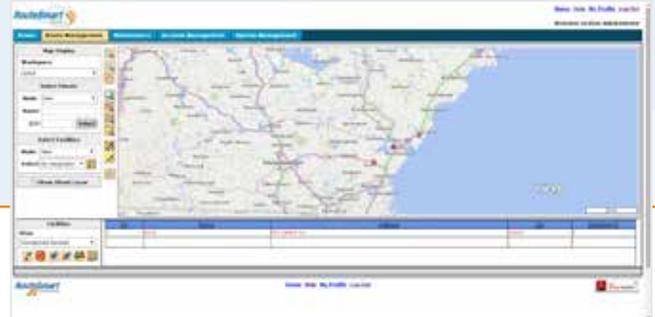# RouteSmart Online
CERTIFIED ROUTING PROFESSIONAL

EXAM PREPARATION GUIDE

WHY CERTIFICATION?

You've invested in your success. Now get recognized for your mastery. Successful completion of the RouteSmart Online Certified Routing Professional (CRP) Exam signifies a level of expertise that will contribute to your organization's bottom-line results.

Benefits of Certification

The RouteSmart Online Certified Routing Professional (CRP) Program recognizes qualified individuals who are proficient in best practices for using RouteSmart Online and creates a workforce highly skilled in applying best practices to advance the routing goals of their organizations.

Improve Your Job Prospects, Enhance Your Professional Potential, and Reap the Personal Rewards that Come with Achieving a Goal

The hard work of preparing for and earning a certification hones your time-management, analytical, and problem-solving skills. Together with proven technical expertise, these skills help you differentiate yourself in a crowded job market and give you added credibility with decision makers. Becoming a RouteSmart Online CRP amplifies your potential to earn more responsibility, expand your professional network, and advance your career.

If Your Organization Depends on RouteSmart Online, a Workforce Certified in Best Practices is a Strategic Asset

People matter. An engaged, skilled workforce is essential to deliver innovative geospatial products that earn the confidence of your customers and constituents. Studies have shown that certified teams have higher productivity, improved customer service, and better problem-solving skills than noncertified teams. Certification also simplifies the hiring process by helping you quickly identify qualified candidates for key technical positions. By supporting development paths for a variety of staff roles, certification is a valuable tool to motivate and retain the people your business relies on.

Impact the Bottom Line

Your employers should be concerned about the bottom-line – the impact of training and certification on project success and team productivity. Training and preparing for the RouteSmart Online CRP Exam forces you to explore RouteSmart Online both broadly and deeply. As a result of this effort, you should discover (or re-discover) underutilized or untapped capabilities of the application, functionality that can improve your efficiency as well as the end results of your route planning efforts.

In short, you should be able to **route better**.

RouteSmart Online
CERTIFIED ROUTING PROFESSIONAL

PREPARING FOR THE EXAM

The RouteSmart Online CRP Exam is designed to accurately measure the full range of candidate skills and competencies in a given area, which are cultivated through a combination of training, education, and workplace experience.

RouteSmart Online certifications are intended for experienced industry professionals. Veteran users of RouteSmart Online find these exams just as challenging as any other industry-recognized certification. Exams may require a significant amount of preparation time.

Preparation Tools and Resources

We recommend the following tools and training to prepare for this exam:

- **RouteSmart Online Training Webinar**
  Free monthly webinars that provide an overview on the system.

- **HERE Map Creator Webinar**
  A free monthly webinar discussing how to edit and improve your RouteSmart Online maps using the HERE Map Creator tool.

- **RouteSmart Online Tutorial Videos**
  A library of tutorials on our website that demonstrate key features and functionality of the service. Access it here.

EXAM-TAKING STRATEGIES

Answer All Questions

The RouteSmart Online CRP Exam is composed of multiple choice or multiple select items and are worth two points each. Correct responses earn two points—incorrect, blank, or partially correct responses earn zero points.

Be Aware of Time

If you find yourself spending too much time on any one question or are unsure of an answer, you will not have the ability to mark the question for review but you may return to it at a later point during the exam, time permitting.

Read Carefully

RouteSmart technical certification exams cover knowledge and skills focused on technical knowledge and best practices. A successful candidate is not only familiar with the content, but pays close attention to the details of scenarios and remains within the scope of the question.

EXAM POLICIES AND FORMAT

Before Taking The Exam

Before starting the exam, you must agree to keep the content of the exam questions and answers confidential. You are not permitted to discuss the exam with any person or persons who is not a RouteSmart employee, even if said person(s) has also taken the exam. Printing any content of the exam or manually copying the questions or answers is forbidden. The printing of exam content extends to electronic print, such as screenshots of the machine or pictures from a camera. In addition, the use of a cell phone or similar electronic device during the exam is not permitted. You may use any RouteSmart Online workspace or training material for answering the questions. All rules listed here are in effect even if the content is intended for your personal use only.

Scoring

• Exam results will be made available immediately after the exam.
• You must achieve a 75% score to pass the exam.

Retake Policy

• Additional attempts at the same exam may be taken at 24-hour intervals.

Exam Format

• Exam time limit: 50 minutes
• Number of questions: 50
• Format: Computer-based, multiple choice or true/false
• Language: English

Schedule your exam now >

REQUIREMENTS FOR THE PROJECT PROFILE

The goal of the Project Profile exercise is for you to describe in detail a problem that you solved using RouteSmart Online and how it impacted operations. Project Profiles should be provided in a Word document that is double-spaced and no more than 2000 words. Please feel free to include up to 6 screen-shots with captions to demonstrate your points. Captions are not included in the word count.

Your Project Profiles will be created using an online system - email us at routinguniversity@routesmart.com to access a link.

Following are the questions that will be addressed in your Project Profile:

1. Business Challenges/Goals: Set the stage for your Project Profile by providing as much detail as possible on the reasons your organization turned to RouteSmart Online to solve its routing challenges. This should include specific issues that your organization was experiencing and/or the goals that were defined for utilizing RouteSmart Online.

2. Routing History: How did your organization go about performing routing prior to utilizing RouteSmart Online? What was your process? What tools did you use?

3. Goals: What was your criterion for success. (i.e. we would have liked the Complaints Per Thousand (CPT's) to go down by ____% and with RouteSmart Online they went down by ____%)

4. Approach: What was your approach to implementing RouteSmart Online? Who were the users? Was it rolled out in stages? Did you use other tools such as RouteSmart for ArcGIS or RouteSourcing to support your efforts?

5. Results: How has RouteSmart Online helped to address your challenges and achieve your goals? Please be specific – (i.e. Our CPT's have gone down by ____% as a result of using xxx feature(s) in RouteSmart Online)

6. Timeline: How long from purchase date did it take for your organization to realize results from using RouteSmart Online? Have these results been brought to the attention of the organization as a whole?

7. Benefits: Has RouteSmart Online provided any unexpected benefits/savings realizations to your organization? If yes, please provide details on these.

8. Savings Impact: How have the savings realized from using RouteSmart Online benefitted your organization?

9. Return on Investment: Please share any specific data on ROI that your organization has realized as a result of utilizing RouteSmart Online.

10. In your estimation, RouteSmart Online has saved your company $_____ since the beginning of your subscription.

Ready to start working on your Project Profile? Email us at routinguniversity@routesmart.com and we'll send you a link to the online system.