DUCO

EXAM GUIDE

DUCO CERTIFIED EXCEPTIONS HANDLER

Congratulations on taking the next step to prepare for your Duco Exceptions Handler credential. This exam guide has the information you need to help you study and prepare for your exam. Let's get started!

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PURPOSE OF THIS EXAM GUIDE

This exam guide is designed to help you evaluate if you are ready to successfully complete the Duco Exceptions Handler exam. This guide provides information about the target audience for the exam, the recommended training and documentation, and a complete list of exam objectives—all with the intent of helping you achieve a passing score. We highly recommend a combination of on-the-job experience, Duco Academy attendance, and self-study to maximize your chances of passing the exam.

ABOUT THE DUCO EXCEPTIONS HANDLER EXAM AND PROGRAM

The Duco Exceptions Handler credential is designed for the end users of Duco processes. These individuals will be responsible for working on the exceptions generated by their processes. The exam covers the full suite of features available to an Exceptions Handler using Duco.

Process builders may also be interested in this credential, as evidence that they have a comprehensive understanding of the exceptions handling capabilities within Duco, and the different workflows that can be implemented (although note that **Workflow Rules** are out of scope for this exam).

AUDIENCE DESCRIPTION: DUCO EXCEPTIONS HANDLER

Exam candidates should have a good knowledge of the functionality available to a Duco Exceptions Handler. Candidates should be able to take an exception through the full review lifecycle, understand how to annotate an exception, be able to perform bulk actions, be familiar with accessing the audit and tracking history of an exception, and be familiar with some of the special interventions that can be made on an exception (e.g manual-match, break-apart, close, etc).

Additionally, candidates should have 1 month or more experience as a Duco Exceptions Handler and should be able to successfully perform the tasks listed in the exam outline section of this guide.

ABOUT THE EXAM

Content: Complete an exam task sheet, using a sample set of exceptions provided by Duco

Time allotted to complete the exam: 60 minutes

Passing score: 80%

Delivery: Exam delivered in an online proctored environment.
Click here for information on scheduling an exam

Restrictions: No hard-copy or online materials may be referenced during the exam.

Prerequisite Certification: None required; Duco Academy attendance highly recommended

RECOMMENDED TRAINING AND REFERENCES

We recommend a combination of hands-on experience, training course completion, Duco Academy attendance, and self-study in the areas listed in the Exam Outline section of this guide.

The self-study materials recommended for this exam include:

- **Documentation:** Getting Started - Exceptions Handler; Managing Exceptions

- **Duco Training Packs:** Exceptions Handler Training Pack

To enroll in expert-led courses, launch Duco, click on the Help icon in the upper right corner of the screen (requires login), and search for the desired courses under the Duco Academy section.

The expert-led courses recommended for this exam include:

- **Exceptions Handling**

- **Governance & Administration**

- **Duco Insight**

EXAM OUTLINE

The Duco Exceptions Handler exam measures a candidate's knowledge and competence related to the functionalities listed.

A candidate should have prior hands-on experience as a Duco Exceptions Handler and demonstrated experience with each of the features/functions outlined on the right.

Exceptions Lifecycle
Labels and Comments
Bulk Actions
Special Actions: Close, Manual-Matching, etc
Exceptions Audit and History
Handling Duplicates
Setting Custom Views
Accessing Historic Runs
Handling Rolled-Up Exceptions

MAINTAINING YOUR DUCO EXCEPTIONS HANDLER CERTIFICATION

As a dynamic fast-evolving product, Duco's functionality is expanding on a regular basis. One of the benefits of an individual holding a Duco credential is the assurance that the user is up-to-date with regards to new product releases. As such, you will be required to complete a Duco certification maintenance module after two years.

Don't let your hard-earned credential expire! If you do not complete a maintenance module by the due date, your credential will expire.

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About Duco

Duco is a machine learning software and services company that specializes in providing data quality and reconciliation solutions. Its award-winning, cloud native Duco platform is changing the game as to how financial firms approach their most challenging data quality issues. Duco is the only modern, enterprise-grade alternative to costly and inefficient reconciliation legacy systems. Its self-service technology allows operations professionals to build and manage reconciliation processes from scratch – without any sort of infrastructure project. The platform can be live for a customer within 24 hours with tangible business results in the first week and ROI within the first 30 days. Headquartered in London, with offices in New York, Luxembourg, Edinburgh, Wroclaw and Singapore, Duco's customers include global banks, brokers, asset managers, exchanges and middle and back office outsourcers.

For more information visit www.du.co

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