Flexible, Adaptable
Certification Software and Tools

As expectations from prospective applicants, current credential holders, and staff all continue to evolve, it's a good time to consider a more modern, integrated solution to manage your certification processes.

Cobalt's certification software is built on Microsoft Dynamics 365. Mature, incredibly robust, and primed with a huge research and development investment, Dynamics 365 is an industry powerhouse.

Of course, the platform is only part of the story. Cobalt's more than 20 years of experience implementing solutions for credentialing organizations has allowed us to refine our offering to best meet the needs of our clients and their customers. Your IT Department could build your solutions from scratch, or you could lean on our experience and tested results and invest your in-house resources in other projects. Our system can handle almost any of your requirements today. Even better, what we're offering is adaptable as your company moves forward and needs or customer expectations change.

Your Customers will Value:

- Faster, more responsive customer service
- Fewer delays in application processing
- A seamless, modern, mobile-friendly interface
- Easy access to self-service tools
- Integrated continuing education/competence tracking

Your Team Will Value:

- Automated processes to replace manual input
- Higher efficiency and productivity with less stress
- Better transparency for critical insights and data
- Seamless integration with your testing vendor
- Responsive, engaged support from Cobalt experts

Learn more at **www.cobalt.net**

For additional information, email us at: **sales@cobalt.net**

Cobalt's Modules

Built on the Microsoft Dynamics 365 platform, these core modules and tools will empower your team and deliver for your customers where it counts. Every module has more to explore beyond these highlights, so contact us for more information or a demonstration.

Certification

Flexible
Our platform can accommodate even the most complex requirements and eligibility rules.

Adaptable
Cobalt's open platform design is built for agility. Add new programs or integrations easily.

Streamlined
Offer your customers smooth application processes, single sign-on, and continued competence tracking.

Integrated
Easily connect Cobalt's module with online learning providers, track CEUs, and deliver a cohesive education experience.

Insightful
Get the business intelligence you need to lead with key insights and analytics.

Accessible
Dashboard metrics for actual revenue, active contacts, subscriptions sorted by month, publication or fee, and other critical data.

Applications and Processing

- Online initial and continuing (recertification) applications enables applicant self-service
- Included eCommerce module provides a seamless and secure payment experience
- Requirements engine supports complex approval and processing rules

Service

- Stop playing catch-up and get ahead of customer service issues with Dynamics 365 tools
- Make a dramatic impact in your customer service response-to-request time and thoroughness
- Optimize your system, current resources, and team to do more for customers or other projects

Marketing

- Get industry-leading marketing tools integrated directly with Microsoft Dynamics 365
- Identify and prioritize prospective applicants to meet your organization's business goals
- Create nurturing campaigns to improve retention and recertification rates

"

PTCB has been working with Cobalt since 2011 and their team has become an extension of our staff over the years. We are more efficient and productive now and they have made a positive impact on our customers' experience. Cobalt has been an integral part of our program expansion both as a software provider and a trusted advisor."

William Schimmel, Executive Director & CEO, Pharmacy Technician Certification Board

Set Up Your Showcase

Let one of our product specialists show you what Cobalt and Dynamics 365 can do for your organization and customer experience.

Email **sales@cobalt.net** to schedule your showcase.