

Understand your candidates...



...in *real*-time

Actionable communication is the power of RTEN — Real-Time Event Notification from Pearson VUE. Whatever event your candidate triggers; scheduling an appointment, updating an account or taking your exam, receiving timely data to help guide behavior or understand trends can mean the difference between a good candidate relationship and a great one.

Manage candidate relationships

Pearson VUE technology can help you take your candidate connections to a whole new level. With RTEN transmitting candidate data to you in real time, you can reach out when it means the most. Encourage no-shows to take the test, congratulate those who have passed or let them know that their learning materials have shipped. When your candidates act, you can be ready with the right response. That's industry-leading customer service.

Enhance internal reporting

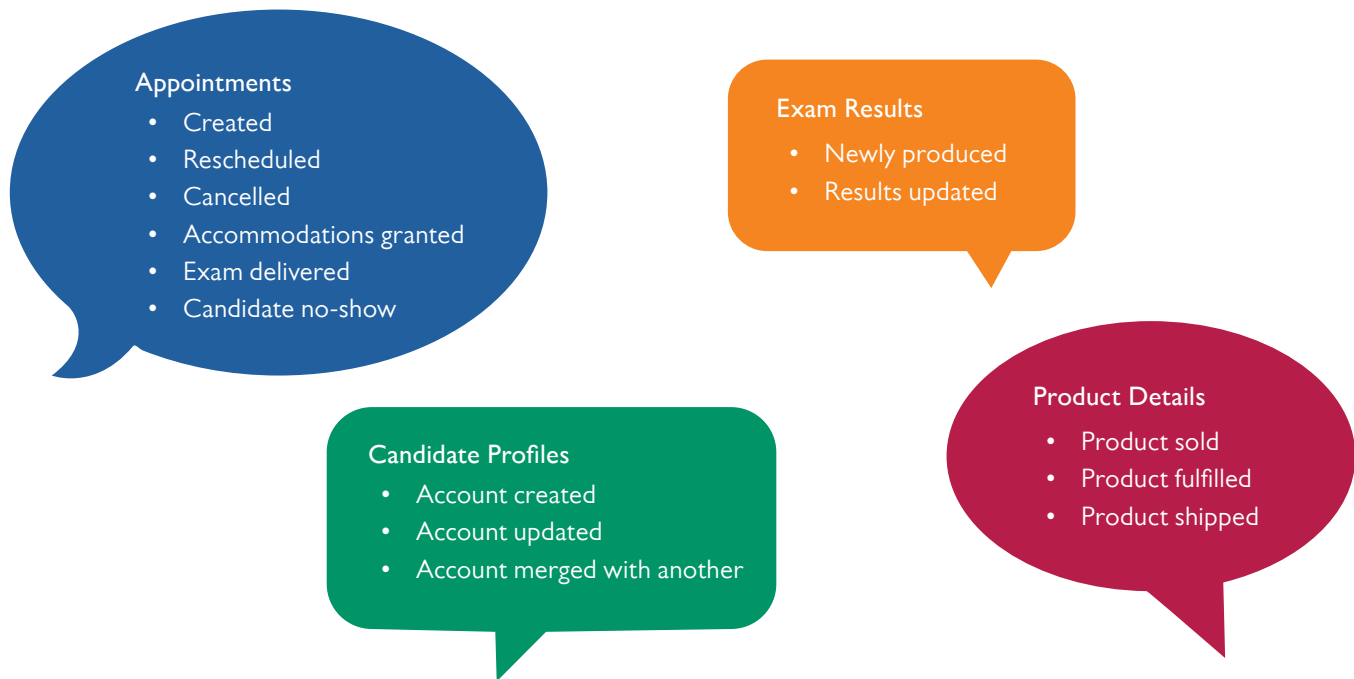
RTEN helps you quickly and more accurately identify shifts in candidate activities so you can promptly react with the facts in hand. Action: A candidate contacts your support team with an urgent question about her exam history. Reaction: Your support staff quickly accesses the most up-to-date information about the candidate. Real time notification drives real time customer support.

Improve operational capabilities

Incorporate event data within your internal systems to support operational and reporting requirements. The ability to quickly review and respond to the activities of your candidates creates organizational efficiencies while allowing a personal touch.

Access a variety of event data

RTEN provides immediate access to a wide range of candidate data. Fully customizable, RTEN lets you decide what kind of information you want to receive, based on what is most useful to your program.



Harness the power of web services technology

RTEN relies on web services technology to support communication between Pearson VUE's system and yours. To utilize RTEN, you must implement and host the web service on your system or you may use a third-party to host the web services on your behalf.

To learn more about how Real-Time Event Notification can enhance your program communications, contact us at PVAmericasSales@pearson.com or 888 627 7357.