

## Exam Information

# Aspect<sup>®</sup> Quality Management<sup>™</sup> Partner Certified Expert -Install and Support

## Product Supported

This exam supports Aspect Quality Management general usage. As such, it covers usage topics such as generating recording rules, evaluation form creation, reviewing recordings, and more in order to achieve foundational knowledge in operating a Quality Management system from both a managerial and user administrator perspective

This exam also supports Aspect Quality Management within a premise and hosted environment. As such, it covers topics such as installation, configuration, disaster recovery, and topics necessary to achieve foundational knowledge in operating a Quality Management system from both a managerial and user administrator perspective. It is highly recommended that you review all available Aspect Quality Management guides, training, and reference documents prior to starting this exam.

<b>Type of Exam</b>	Multiple choice, fill in the blank, matching, true/false
<b>Certification Level</b>	Expert level (Highest Level)
<b>Length</b>	200 questions
<b>Passing Score</b>	75% correct
<b>Exam Language</b>	English only
<b>Timing</b>	Up to 5 hours to complete the exam
<b>Exam Location</b>	Kryterion online or exam testing center worldwide  There are two ways to take an exam: online or at any of the Kryterion test centers worldwide. <b>Important:</b> If you are taking an online exam, please be sure to read the following information at <a href="https://kryterion.force.com/support/s/contactsupport">https://kryterion.force.com/support/s/contactsupport</a> .
<b>Exam Price</b>	<ul style="list-style-type: none"><li>• \$295 at a Kryterion testing center</li><li>• \$225 online proctoring</li></ul>
<b>Exam Registration</b>	Exam candidates can go directly to Kryterion to register for the exam via <a href="https://webassessor.com/alvaria">https://webassessor.com/alvaria</a> . Once on the site, you will be asked to log-in or create a profile for a New User. You will then search for your exam and select the location, date, and time for the exam. You will pay for the exam through this website unless you have been given an exam voucher. In the case of an exam voucher, please place the code in the <i>Promotion Code</i> field.
<b>Exam Reschedule</b>	If you need to reschedule the exam, you will need to contact Kryterion directly. Any reschedules will need to be completed more than 72 hours before the scheduled date and time in your region. If you reschedule within 72 hours of the scheduled date, you will be assessed for a cancellation or reschedule fee up to the amount of the exam.

<b>Exam Cancellation</b>	If you need to cancel the exam, you will need to contact Kryterion directly. Any cancellations will need to be completed more than 72 hours before the scheduled date and time in your region. If you cancel within 72 hours of the scheduled date, you will be assessed for a cancellation fee equal to the amount of the exam.
<b>Target Audience</b>	The Aspect Quality Management Expert certification primarily targets customers and partners who utilize Quality Management within a premise and a hosted environment. System users that this certification is tailored to include system and network administrators, support analysts, and anyone responsible for the installation and configuration of a Quality Management system. The scope of this exam confirms an in-depth understanding of Quality Management beyond its day-to-day usage, and focuses on knowledge of system architecture, configurations, disaster recovery, recording rules, and backend system maintenance. Students who have passed the Aspect Quality Management Certified Expert Assessment are recognized as having the highest available knowledge for running and maintain a Quality Management system, regardless of its deployment environment.
<b>Eligibility</b>	The Alvaria Expert Certification program is available and open to any Alvaria customer, partner, or employee. Passing an exam is only part of the process. The Alvaria Education Services team will also need to verify your participation and attendance in the certification curriculum and verify you are eligible for an Alvaria Expert Certification.
<b>Preparing for the Exam</b>	Alvaria highly recommends that candidates seeking certification follow the certification tracks. The track along with work experience for 6-12 months will increase your chances for passing the exams.
<b>Track Courses</b>	<p>Required:</p> <p>Professional Level</p> <ul style="list-style-type: none"> <li>• Aspect Quality Management Overview 0.5hr</li> <li>• Aspect Quality Management: System Management Essentials 15hr</li> <li>• Aspect Quality Management: System Maintenance Essentials 3.5hr</li> <li>• Aspect Quality Management: System Administrator Essentials (Workforce Optimization) 3.0hr</li> <li>• Aspect Quality Management: Upgrade Essentials 0.5hr</li> </ul> <p>Expert Level</p> <ul style="list-style-type: none"> <li>• Aspect Quality Management: System Administrator Essentials (Classic) 2.5hr</li> <li>• Aspect Quality Management: Disaster Recovery Essentials – 2hr</li> <li>• Aspect Quality Management: Mentor Essentials (Workforce Optimization) 6hr</li> <li>• Aspect Quality Management: Installation &amp; Configuration – 12hr</li> </ul> <p><b>Please note:</b> Class Timings/classes listed above are subject to change. Check the Alvaria Learning Management system for the most up to date information listed in the corresponding Learning Path.</p>