

Exam Information

Alvaria™ Workforce Premise Certified Expert

Product Supported

This exam supports Alvaria Workforce within a premise environment. It covers topics such as advanced forecasting, scheduling, and tracking features, using Workforce in an outbound environment, and managerial and administrative topics for the Empower/Request Management enhancement capabilities. It is highly recommended that you review all available Workforce guides, training, and reference documents prior to starting this exam.

Type of Exam	Multiple choice, fill in the blank, matching, true/false
Certification Level	Expert level
Length	160 questions
Passing Score	75% correct
Exam Language	English only
Timing	Up to 4 hours to complete the exam
Exam Location	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. Important: If you are taking an online exam, please be sure to read the following information at https://kryterion.force.com/support/s/contactsupport .
Exam Price	<ul style="list-style-type: none">• \$180 at a Kryterion testing center• \$105 online proctoring
Exam Registration	Exam candidates can go directly to Kryterion to register for the exam via https://webassessor.com/alvaria . 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.
Exam Reschedule	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.
Exam Cancellation	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.

<p>Target Audience</p>	<p>The Workforce Certified Expert certification primarily targets customers and partners who utilize Workforce within a premise environment. Users that this certification is tailored to include system administrators, support analysts, analyst, and anyone wishing to have more advanced knowledge of the core Workforce features, request management and Empower administration. The scope of this exam confirms an in-depth understanding of Workforce beyond its basic usage and focuses on administrative knowledge of the Empower enhancement features. Students who have passed the Workforce certified Expert Assessment are recognized as having a higher available knowledge for advanced core topics, outbound and enhanced features.</p>
<p>Eligibility</p>	<p>The Alvaria Expert Certification program is available and open to any Alvaria customer 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. Please contact us for any questions regarding your eligibility.</p>
<p>Preparing for the Exam</p>	<p>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.</p>
<p>Track Courses</p>	<p>Required Advanced Courses</p> <ul style="list-style-type: none"> • Workforce Advanced Forecasting Essentials – 6hr • Workforce Advanced Scheduling: Optimizing Trial Schedules – 3hr • Workforce Advanced Scheduling: Template-Based Scheduling – 3hr • Workforce Advanced Tracking Essentials – 5hr • Workforce Outbound Fundamentals – 3hr • Workforce: Request Management Allowance Accounting Administration – 6hr • Workforce: Request Management - Working with Checker Rules and Requests – 9hr • Workforce: Request Bid Administration Essentials – 2.5hr • Workforce Empower: Notification Server Administration – 2.5hr • Workforce Empower: Engagement Management Administration Fundamentals – 2hr • Workforce Empower Schedule Trade Fundamentals – 4hr • Workforce Shift Bidding Essentials – 9hr <p>Please note: 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>