

Exam Information

Alvaria™ Workforce Premise Partner Certified Master Installer

Product Supported

This certification supports Workforce installation and its five enhancement packages within a premise environment. For the written portion of this certification, test participants will encounter topics ranging from basic core installation to any of the installation tasks associated with Empower, Perform, Reserve, and including any needed configuration and troubleshooting.

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	Master level
Length	Written: 300 questions
Passing Score	75% correct
Exam Language	English only
Timing	Up to 6 hours to complete written exam
Exam Location	Written: 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	Written: <ul style="list-style-type: none">• \$359 at a Kryterion testing center• \$299 online proctoring
Exam Registration	Written: 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 a written exam, you will need to contact Kryterion directly. If you reschedule within 72 hours of the scheduled date, you will be assessed with a cancellation or reschedule fee up to the amount of the exam.
Exam Cancellation	If you need to reschedule a written exam, you will need to contact Kryterion directly. If you cancel within 72 hours of the scheduled date, you will be assessed with a cancellation fee equal to the amount of the exam.

<p>Target Audience</p>	<p>The Workforce Certified Premise Installation Master certification primarily targets partners who have been installing Workforce for several months. Moreover, it is for individuals who have completed all Workforce courses in the curriculum listed at the end of this document.</p> <p>The Workforce Certified Master Installation exam content covers all basic, intermediate, and advanced tasks applicable to installing, configuring, and troubleshooting both the core and the enhancement packages of the application.</p>
<p>Eligibility</p>	<p>The Workforce Installation Master Certification program is available and open to Alvaria partners only. 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 Masters Certification.</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>PROFESSIONAL</p> <p>Required – First Set of Courses: Take in order listed</p> <ul style="list-style-type: none"> • Workforce System Overview – .5hr • Introduction to Alvaria Workforce System Essentials – 1hr • Workforce Navigation Overview – 1hr • Workforce Forecasting Essentials – 14hr • Workforce Scheduling Essentials – 3.5hr • Workforce Scheduling Option: Template-based Scheduling –3.5hr • Workforce Scheduling Option: Preference Based Scheduling – 3.5hr • Workforce Scheduling Option: Roster Based Scheduling – 3.5hr • Workforce Tracking Essentials – 6h <p>Required – Second Set of Courses: Take in any order</p> <ul style="list-style-type: none"> • Workforce Superstate and Shrinkage Essentials –3hr • Workforce AutoRun Essentials –3hr • Workforce Employee Datacenter Essentials – .5hr • Workforce Empower: Workforce Engagement Management Planning Fundamentals (latest version) – 1.25hr • Introduction to Workforce Empower Workforce Engagement Management – 2hr • Agent Productivity User Essentials – 1.5hr • Real- Time Adherence User Essentials – 1.5hr • Workforce Configuration and Administration Essentials – 12hr <p>EXPERT</p> <p>Required Advanced Level –Take in recommended order</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: Workforce Engagement Management Administration Fundamentals – 2hr
- Workforce Empower Schedule Trade Fundamentals – 4hr
- Workforce Shift Bidding Essentials – 9hr

MASTER

- **Understanding Forecasting Parameters in Alvaria Workforce
- **Back-Office Overview
- **Back-Office Performance Essentials
- **Multichannel Overview
- **Multichannel Forecasting Essentials
- **Multichannel Scheduling Essentials
- **Multichannel Performance Essentials
- **Intraday Work Assignment Essentials
- **Advanced Preference-Based Scheduling
- **Allocation Overview
- **Staff Allocation Essentials
- **Call Allocation Essentials
- **Schedule Allocation Essentials
- **Perform – Workforce Alarms
- **Reserve Configuration
- **Reserve Essentials
- **Encompass Essentials
- **Segment Export Essentials

INSTALLATION MASTER

- **Introduction to Alvaria Workforce System Architecture
- **Workforce: Installation and Troubleshooting
- **Workforce Empower Installation & Configuration
- **Workforce Perform Installation & Configuration
- **Workforce Reserve Installation & Configuration

	<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>
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***In development and subject to change.*