

## Exam Information

# Alvaria<sup>®</sup> Workforce<sup>™</sup> Premise Partner Certified Master Support

## Product Supported

This certification supports Alvaria Workforce usage and its five enhancement packages within a premise environment. For the written portion of this certification, test participants will encounter topics ranging from basic forecasting, scheduling, and tracking to advanced topics such as multi-channel, back-office, request management, and troubleshooting.

It is highly recommended that you review all available Workforce 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>	Master level
<b>Length</b>	<b>Written:</b> 300 questions
<b>Passing Score</b>	75% correct
<b>Exam Language</b>	English only
<b>Timing</b>	Up to 6 hours to complete written exam
<b>Exam Location</b>	<b>Written:</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>	<b>Written:</b> <ul style="list-style-type: none"><li>• \$359 at a Kryterion testing center</li><li>• \$299 online proctoring</li></ul>
<b>Exam Registration</b>	<b>Written:</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 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.
<b>Exam Cancellation</b>	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><b>Target Audience</b></p>	<p>The Alvaria Workforce Certified Premise Support Master certification primarily targets partners who have been using Alvaria Workforce for several years. Moreover, it is for individuals who have completed all Workforce courses in the curriculum listed at the end of this document.</p> <p>The Alvaria Workforce Certified Support Master exam content covers all basic, intermediate, and advanced tasks applicable to using both the core and all enhancement packages of the application. Basic-level content includes topics such as generating and creating forecasts and schedules, tracking performance, monitoring real-time and historical productivity, configuration, and administration. Intermediate covers topics such as holiday forecasting, advanced scheduling and tracking tools, request management, and shift and request bidding. To round out the ability to support the core application and the enhancement packages, this exam includes troubleshooting of both core and enhanced issues.</p>
<p><b>Eligibility</b></p>	<p>The Alvaria Workforce Support 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 Master Certification.</p>
<p><b>Preparing for the Exam</b></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><b>Track Courses</b></p>	<p><b>Required – First Set of Courses: Take in order listed</b></p> <ul style="list-style-type: none"> <li>• Workforce System Overview – .5hr</li> <li>• Introduction to Alvaria Workforce System Essentials – 1hr</li> <li>• Workforce Navigation Overview – 1hr</li> <li>• Workforce Forecasting Essentials – 14hr</li> <li>• Workforce Scheduling Essentials – 3.5hr</li> <li>• Workforce Scheduling Option: Template-based Scheduling –3.5hr</li> <li>• Workforce Scheduling Option: Preference Based Scheduling – 3.5hr</li> <li>• Workforce Scheduling Option: Roster Based Scheduling – 3.5hr</li> <li>• Workforce Tracking Essentials – 6h</li> </ul> <p><b>Required – Second Set of Courses: Take in any order</b></p> <ul style="list-style-type: none"> <li>• Workforce Superstate and Shrinkage Essentials –3hr</li> <li>• Workforce AutoRun Essentials –3hr</li> <li>• Workforce Employee Datacenter Essentials – .5hr</li> <li>• Workforce Optimization Planning Fundamentals (latest version) – 1.25hr</li> <li>• Introduction to Workforce Empower Workforce Engagement Management – 2hr</li> <li>• Agent Productivity User Essentials – 1.5hr</li> <li>• Real- Time Adherence User Essentials – 1.5hr</li> <li>• Workforce Configuration and Administration Essentials – 12hr</li> </ul> <p><b>Required Advanced Level –Take in recommended order</b></p> <ul style="list-style-type: none"> <li>• Workforce Advanced Forecasting Essentials – 6hr</li> </ul>

- 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 Level**

- \*\*Workforce for Support
- \*\*Workforce Perform for Support
- \*\*Workforce Empower for Support
- \*\*Workforce Allocate for Support
- \*\*Understanding Forecasting Parameters in Alvaria Workforce
- \*\*Back-Office Overview
- \*\*Back-Office Performance Essentials
- \*\*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
- \*\*Workforce Reserve Configuration
- \*\*Workforce Reserve Essentials
- \*\*Encompass Essentials
- \*\*Segment Export Essentials

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