

Exam Information

Alvaria™ CXP Certified Development Expert

Product Supported

This certification supports Alvaria CXP within both a hosted and premise environment, but *only* focuses on advanced development techniques for CX applications. This masters-level exam is for individuals seeking an Alvaria CXP™ Certified Development Master designation, and requires all test participants to have previously taken and passed the Alvaria CXP™ Certified Developer Professional exam. As such, this Expert assessment does *not* cover any topics pertaining to basic application development. It tests several niche topics, but the concepts covered can be broadly categorized into advanced IVR development, application logic, UX improvement, and application integration with third-party entities. It is highly recommended that you review all available Alvaria CXP guides, training, and reference documents prior to starting this exam.

Type of Exam	Written: Multiple choice, fill in the blank, matching, true/false
Certification Level	Master level
Length	Written: 100 questions
Passing Score	75% correct
Exam Language	English only
Timing	Up to 4 hours to complete written exam
Exam Location	Written: Kryterion online or exam testing center worldwide There are two ways to take the written 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">• \$180 at a Kryterion testing center• \$105 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.
Target Audience	<p>The Alvaria CXP Certified Development Expert assessment primarily targets senior application developers who have been using CXP for several years. Moreover, it is for individuals who have already passed the Alvaria CXP Certified Developer Professional exam.</p> <p>The Alvaria CXP Certified Development Expert exam content focuses on advanced development practices applicable to CX applications built in the voice, text, or mobile web channels. Examples include sending SMS notifications during live calls, incorporating experience continuity, hotspot analytics, complex datatypes, and integrating third-party entities. Students who take the Alvaria CXP Certified Development Master exam are recognized as having achieved mastery in CX application development.</p>
Eligibility	The Alvaria Certified Development Expert program is available and open to any Alvaria customers, and employees who have passed the Alvaria CXP Certified Developer Professional exam. 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.
Preparing for the Exam	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.
Track Courses	<p>Required</p> <ul style="list-style-type: none"> • Alvaria CXP: Improving UX through Experience Continuity – 3hr • Alvaria CXP: Better Data Collection using Hotspot Analytics – 3hr • **Alvaria CXP: Integrating Dynamic Audio into a Multilingual Application • **Alvaria CXP: Sending SMS Notifications during IVR Calls • **Alvaria CXP: Advanced Expression Object Usage <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> <p><i>**In development and subject to change.</i></p>