

Exam Information

Alvaria™ CXP Certified Hosted Expert

Product Supported

This exam covers topics specific to Alvaria CXP when deployed within a hosted environment. This is a supplementary exam for individuals seeking an Alvaria CXP Certified Hosted Expert designation and requires all test participants to have previously taken and passed the Alvaria CXP Certified Developer Professional exam. The Hosted Expert certification exam does not cover topics pertaining to application development, but rather it tests knowledge of CXP cloud architecture, usage of the Evolution portal, and the various differences between hosted and premise deployment environments. It is highly recommended that you review all available Alvaria CXP 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	50 questions
Passing Score	75% correct
Exam Language	English only
Timing	Up to 2 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">• \$160 at a Kryterion testing center• \$95 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 with 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 with a cancellation fee equal to the amount of the exam.
Target Audience	<p>The Alvaria CXP Certified Hosted Expert assessment primarily targets system and site administrators using the CXP platform within an Alvaria-hosted (cloud) environment. However, test participants are required to have already passed the Alvaria CXP Certified Professional exam prior to attempting this one.</p> <p>The Alvaria CXP Certified Hosted Expert exam content focuses on the high-level architectural components of a hosted CXP system, use of the Evolution portal, and the nuances regarding a CX hosted environment versus a premise environment. As such, the assessment validates a student’s knowledge of these topics as well as other CXP components they should also have expertise in. Students who take the Alvaria CXP Certified Hosted Expert exam are recognized as having achieved expert-level knowledge in all the aforementioned topics.</p>
Eligibility	The Alvaria Expert Certification 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. Please contact us for any questions regarding your eligibility.
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 (Must have Passed the Alvaria CXP Certified Professional Exam to be eligible to take this exam)</p> <ul style="list-style-type: none"> • Alvaria CXP Overview – .5hr • Alvaria CXP: Developing Voice Applications with CX Designer – 40hr • Alvaria CXP: Working with the CX Business UI – .75hr • Alvaria CXP: Analyzing Applications in CX Commander – 12hr • Alvaria CXP: Working with CXP Objects – 4.75 hr • Alvaria CXP: Designing & Training Chatbots for Natural Language Understanding – 1.25hr • Alvaria CXP: Building Chatbots in CX Designer – 9hr • Alvaria CXP: Working with a CXP Hosted Environment – .75hr <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>