

Exam Information

Alvaria™ CXP Certified System Admin Hosted Professional

Product Supported

This exam covers topics specific to Alvaria CXP when deployed within a hosted environment and is targeted primarily at system administrator seeking an Alvaria CXP Certified System Admin Hosted Professional designation. Those taking this exam should have knowledge of CXP systems, interfaces, and fundamental application development. This also includes how to analyze live applications in CX Commander as well as manage them in the CX Business UI. System administration topics will cover CXP's cloud architecture, applicable usages of the Evolution portal, and the 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	Professional level
Length	100 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 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 System Admin Professional assessment primarily targets system and site administrators using the CXP platform within an Alvaria-hosted (cloud) environment. However, test participants are expected to have fundamental knowledge of CX application development, as well as know how to use its various interfaces. This includes, basic app development in CX Designer, troubleshooting in CX Commander, and service management in the CX Business UI.</p> <p>The exam’s system administration 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 System Admin Professional exam are recognized as having achieved professional-level knowledge in all the aforementioned topics.</p>
Eligibility	The Alvaria CXP Certified Hosted System Admin Professional program is available and open to Alvaria customers and employees. 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 Professional 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 Overview – .5hr • Alvaria CXP: Designing 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 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>