

Exam Information

Alvaria™ CXP Partner Certified Master – Install and Support

Product Supported

This certification supports Alvaria CXP within both a hosted and premise environment and covers *both* the application development and system administration. Furthermore masters-level exam is for individuals seeking an Alvaria CXP Partner Certified Development Master designation. For the written portion of this certification, test participants will encounter developmental topics ranging from basic object usage and dialog flow practices to advanced, niche topics such as the integration of complex data structures, experience continuity, and application logic. The system admin side of things will consist of day-to-day user, server, and session management, premise and cloud architecture, integration with Unified IP, and use of the Evolution portal.

It is highly recommended that you review all available Alvaria CXP guides, training, and reference documents prior to starting either exam.

Type of Exam	Written: 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 Promotion Code 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 Partner Certified Master assessment targets partners who have been using CXP for several years (both developers <u>and</u> system administrators). Moreover, it is for individuals who have completed all CXP courses in the curriculum listed at the end of this document.</p> <p>The Alvaria CXP Partner Certified Master exam content covers all basic, intermediate, and advanced development practices applicable to building CX applications in the voice, text, or mobile web channels. Basic-level content includes development best practices and object application, while intermediate covers topics such as chatbot design and application troubleshooting. Advanced topic examples include incorporating experience continuity, hotspot analytics, and complex datatypes. On the administrative front, this exam includes hosted and premise architecture, user, service, and session management, integration with Unified IP, use of the Evolution portal, and more.</p> <p>Students who take the Alvaria CXP Partner Certified Master exam are recognized as having achieved advanced knowledge in all the aforementioned topics.</p>
Eligibility	The Alvaria CXP Partner Certified Development Master program is available and open only to Alvaria partners. 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: 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: Administration in CX Commander & Designer – 1.25hr • Alvaria CXP: Working with CXP Objects – 5hr • Alvaria CXP: Designing & Training Chatbots for Natural Language Understanding – 1.25hr • Alvaria CXP: Building Chatbots in CX Designer – 9hr • Alvaria CXP: Developing Mobile Web Applications in CX Developer – 9hr • Alvaria CXP: Working with a CXP Hosted Environment – .75hr • Alvaria CXP: Architecture, Installation & Configuration – .75hr • Alvaria CXP: Aspect Unified IP Integration with CXP – .75hr

- Alvaria CXP: Improving UX through Experience Continuity – 4hr
- 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: Using the Storyboard Manager for Prompt Management
- **Alvaria CXP: Advanced Expression Object Usage

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.

***In development and subject to change.*