

Exam Information

Aspect[®] Workforce Management[™] Premise Certified Master

Product Supported

This certification supports the Workforce Management Premise Certified Master exam. Test participants will encounter advanced topics associated with Empower, Segment Export, Perform, Reserve, and Encompass.

It is highly recommended that you review all available Workforce Management 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: 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 <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	The Workforce Management Premise Certified Master Assessment targets those who have mastered the Professional and Expert exam and been suing Workforce

	<p>Management for over a year. Moreover, it is for individuals who have completed all Workforce Management courses in the curriculum listed at the end of this document.</p> <p>Moreover, it is only available to those individuals who have already passed the Workforce Management Certified Professional and the Workforce Management Certified Expert exam.</p>
Eligibility	<p>The Workforce Management Master Certification program is available and open to Alvaria customer. 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>
Preparing for the Exam	<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>
Track Courses	<p>Required</p> <ul style="list-style-type: none"> • **Understanding Forecasting Parameters in Aspect Workforce Management • **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 Management Alarms • **Reserve Configuration • **Reserve Essentials <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>