

Exam Information

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

Product Supported

This exam supports Workforce Management general usage within a premise environment. As such, it covers topics to achieve foundational knowledge to be able to perform basic forecasting, scheduling, tracking, and configuration within the Workforce Management software and a high-level understanding of the Empower and Perform enhancement packages. It is highly recommended that you review all available Workforce Management 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	160 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 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 a cancellation fee equal to the amount of the exam.
Target Audience	The Workforce Management Certified Premise Professional certification primarily targets functional system administrators, managers, analysts, and any customer using Workforce Management while in a supervisor role. The exam validates a student's knowledge of Workforce Management features and operations within a premise

	<p>environment. Topics include but are not limited to generating forecasts, creating schedules, tracking performance, monitoring real-time and historical productivity, configuration, and administration. Students who have passed the Workforce Management Premise Professional Certification Assessment are recognized as having achieved foundational knowledge in operating a Workforce Management system from both a managerial and user administrator perspective.</p>
Eligibility	<p>The Alvaria Professional Certification program is available and open to any Alvaria customer, partner, or employee. 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.</p>
Preparing for the Exam	<p>Alvaria highly recommends that candidates seeking certification follow the certification tracks, as there are questions from each topic listed in the tracks. The track along with work experience for 6-12 months will increase your chances for passing the exams.</p>
Track Courses	<p>Required – First Set of Courses: Take in order listed</p> <ul style="list-style-type: none"> • Workforce Management System Overview – .5hr • Introduction to Aspect Workforce Management System Essentials – 1hr • Workforce Management Navigation Overview – 1hr • Workforce Management Forecasting Essentials – 14hr • Workforce Management Scheduling Essentials – 3.5hr • Workforce Management Scheduling Option: Template-based Scheduling – .3.5hr • Workforce Management Scheduling Option: Preference Based Scheduling – 3.5hr • Workforce Management Scheduling Option: Roster Based Scheduling – 3.5hr • Workforce Management Tracking Essentials – 6h <p>Required – Second Set of Courses: Take in any order</p> <ul style="list-style-type: none"> • Workforce Management Superstate and Shrinkage Essentials –3hr • Workforce Management AutoRun Essentials –3hr • Workforce Management Employee Datacenter Essentials – .5hr • Workforce Management Workforce Optimization Planning Fundamentals (latest version) – 1.25hr • Introduction to Workforce Management Empower Workforce Optimization – 2hr • Agent Productivity User Essentials – 1.5hr • Real- Time Adherence User Essentials – 1.5hr • Workforce Management Configuration and Administration Essentials – 12hr <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>