Exam Information

Alvaria™ Quality Certified Professional

Product Supported

This exam supports Alvaria Quality general usage. As such, it covers usage topics such as generating recording rules, evaluation form creation, reviewing recordings, and more in order to achieve foundational knowledge in operating an Alvaria Quality system from both a managerial and user administrator perspective. It is highly recommended that you review all available Alvaria Quality 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** | • $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 *Promotion Code* 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 for 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 for a cancellation fee equal to the amount of the exam.
Target Audience	The Alvaria Quality Certified Professional certification primarily targets system administrators, support analysts, and any customers using Alvaria Quality while in a

	supervisor role. The exam validates a student's knowledge of Alvaria Quality features and operations. Topics include but are not limited to interaction recording management and searches, evaluating call center agents, running evaluation calibrations and reports, and recording preparation. Students who have passed the Alvaria Quality Certified Professional Certification Assessment are recognized as having achieved foundational knowledge in operating an Alvaria Quality system from both a managerial and user administrator perspective.
Eligibility	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.
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	Required: Professional • Alvaria Quality Overview 0.5hr • Alvaria Quality: System Management Essentials 15hr • Alvaria Quality: System Maintenance Essentials 3.5hr • Alvaria Quality: System Administrator Essentials (Workforce Optimization) 3.0hr • Alvaria Quality: Upgrade Essentials 0.5hr **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.

ALVARIA™