

Exam Information

Alvaria™ Workforce Certified Master

Product Supported

This certification supports the Alvaria Workforce 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 Alvaria Workforce 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	100 questions
Passing Score	75% correct
Exam Language	English only
Timing	Up to 4 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">• \$180 at a Kryterion testing center• \$105 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 Alvaria Workforce Certified Master Assessment targets those users who have mastered the Professional and Expert exam and been using Alvaria Workforce for

	<p>over a year. Moreover, it is for individuals who have completed all Alvaria Workforce courses in the curriculum listed at the end of this document.</p> <p>The Alvaria Workforce Certified Master Assessment targets those users who have passed the Workforce Professional and Workforce Expert exams and have been using the Workforce system for over a year. Moreover . . .</p>
Eligibility	<p>The Alvaria Workforce Master Certification program is available and open to Alvaria customers. 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"> • Alvaria Workforce Advanced Forecasting - Understanding Forecasting Parameters - 6hr • Alvaria Workforce Back-Office <ul style="list-style-type: none"> ○ Back-Office Introduction .25hr ○ Back-Office Performance Fundamentals 4hr • Alvaria Workforce Multi-Channel <ul style="list-style-type: none"> ○ Multi-Channel Introduction .5hr ○ Multi-Channel Forecasting Fundamentals 1.5hr ○ Multi-Channel Scheduling Fundamentals .75hr ○ Multi-Channel Performance Fundamentals 4.5hr • Workforce: Intraday Work Assignment Essentials 1hr • Workforce: Advanced Preference-Based Scheduling 1hr • Workforce Allocate: <ul style="list-style-type: none"> ○ Introduction to Workforce Allocate .25hr ○ Staff Allocation Essentials .75hr ○ Contact Allocation Essentials .5hr ○ Schedule Allocation Essentials .5hr • Workforce Perform Essentials – Workforce Alarms 2hr • Workforce Reserve: Essentials .75hr • Workforce Encompass: Essentials .5hr • Workforce Empower: Segment Export Fundamentals .25hr <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>