

## Exam Information

# Alvaria™ Workforce Certified Professional

### Product Supported

This exam supports Workforce 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 software and a high-level understanding of the Empower and Perform enhancement packages. It is highly recommended that you review all available Workforce guides, training, and reference documents prior to starting this exam.

<b>Type of Exam</b>	Multiple choice, fill in the blank, matching, true/false
<b>Certification Level</b>	Professional level
<b>Length</b>	160 questions
<b>Passing Score</b>	75% correct
<b>Exam Language</b>	English only
<b>Timing</b>	Up to 4 hours to complete the exam
<b>Exam Location</b>	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. <b>Important:</b> If you are taking an online exam, please be sure to read the following information at <a href="https://kryterion.force.com/support/s/contactsupport">https://kryterion.force.com/support/s/contactsupport</a>
<b>Exam Price</b>	<ul style="list-style-type: none"><li>• \$180 at a Kryterion testing center</li><li>• \$105 online proctoring</li></ul>
<b>Exam Registration</b>	Exam candidates can go directly to Kryterion to register for the exam via <a href="https://webassessor.com/alvaria">https://webassessor.com/alvaria</a> . 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.
<b>Exam Reschedule</b>	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.
<b>Exam Cancellation</b>	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.
<b>Target Audience</b>	The Workforce Certified Premise Professional certification primarily targets functional system administrators, managers, analysts, and any customer using Workforce while in a supervisor role. The exam validates a student's knowledge of Workforce features and operations within a premise 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 Premise Professional Certification Assessment are recognized as having achieved foundational knowledge in operating a Workforce system from both a managerial and user administrator perspective.
<b>Eligibility</b>	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.
<b>Preparing for the Exam</b>	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.
<b>Track Courses</b>	<p><b>Required – First Set of Courses: Take in order listed</b></p> <ul style="list-style-type: none"> <li>• Workforce System Overview – .5hr</li> <li>• Introduction to Alvaria Workforce System Essentials – 1hr</li> <li>• Workforce Navigation Overview – 1hr</li> <li>• Workforce Forecasting Essentials – 14hr</li> <li>• Workforce Scheduling Essentials – 3.5hr</li> <li>• Workforce Scheduling Option: Template-based Scheduling –.3.5hr</li> <li>• Workforce Scheduling Option: Preference Based Scheduling – 3.5hr</li> <li>• Workforce Scheduling Option: Roster Based Scheduling – 3.5hr</li> <li>• Workforce Tracking Essentials – 6h</li> </ul> <p><b>Required – Second Set of Courses: Take in any order</b></p> <ul style="list-style-type: none"> <li>• Workforce Superstate and Shrinkage Essentials –3hr</li> <li>• Workforce AutoRun Essentials –3hr</li> <li>• Workforce Employee Datacenter Essentials – .5hr</li> <li>• Workforce Optimization Planning Fundamentals (latest version) – 1.25hr</li> <li>• Introduction to Workforce Empower Workforce Optimization – 2hr</li> <li>• Agent Productivity User Essentials – 1.5hr</li> <li>• Real- Time Adherence User Essentials – 1.5hr</li> <li>• Workforce Configuration and Administration Essentials – 12hr</li> </ul> <p><b>Please note:</b> 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>