

Exam Information

Alvaria Workforce™ Partner Certified Master Install and Support

Product Supported

Among other topics, this certification supports Alvaria Workforce's core advanced modules such as back-office, multi-channel, and its enhancement packages. The core product installation and its two most widely used enhancement package installation will also be covered. For this certification, test participants will encounter topics ranging from advanced forecasting to basic core installation to any of the installation tasks associated with Adapter, Empower and Perform; including any needed configuration and troubleshooting.

It is highly recommended that you review all available Alvaria Workforce guides, training, and reference documents prior to starting this exam.

Type of Exam	Multiple choice, fill in the blank, matching, true/false
Certification Level	Master level
Length	300 questions
Passing Score	70% 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	<p>The Alvaria Workforce Partner Certified Master Install & Support certification primarily targets partners who have been implementing and installing Workforce for several months. 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 Partner Certified Master Install & Support exam content covers all basic, intermediate, and advanced tasks applicable to installing, configuring, and troubleshooting both the core and the two listed enhancement packages of the application. It also covers the more advanced core modules within the software.</p>
Eligibility	The Alvaria Workforce Partner Certified Master Install & Support Certification program is available and open to only Alvaria partners. 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 Masters 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	<p>Master Level</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: <ul style="list-style-type: none"> ○ Essentials .75hr ○ Configuration .75hr

- Workforce Encompass: Essentials .5hr
- Workforce Empower: Segment Export Fundamentals .25hr
- Alvaria Workforce: Core Installation Architecture and Overview 1hr
- Alvaria Workforce Core Installation and Configuration 9hr
- Alvaria Workforce: Adapter Installation and Configuration 1hr
- Alvaria Workforce Perform Installation and Configuration 8hr
- Alvaria Workforce Empower Installation & Configuration 10.5hr

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.

***In development and subject to change.*