Exam Information

Alvaria Workforce™ Partner Part 1 of 2

Product Supported

This exam covers basic forecasting, scheduling, tracking, and configuration within the Workforce system. It then builds on the basics, where participants learn advanced forecasting, scheduling, and tracking features, how to use Workforce in an outbound environment; request management capabilities, and the basics of the Empower and Perform enhancement packages.

It is highly recommended that you review all available Workforce guides, training, and reference documents before starting the exam.

After completion of this exam, you will be eligible to take the Master exam: "Alvaria Workforce Partner Certified Master – Install and Support"

Type of Exam	Multiple choice, fill in the blank, matching, true/false
Certification Level	Master level
Length	**Written:** 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:** • $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 *Promotion Code* 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.

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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 Install and Support Master certification primarily targets partners who have been using Alvaria Workforce for several years. Moreover, it is for individuals who have completed all Alvaria Workforce courses in the curriculum listed at the end of this document. The Alvaria Workforce Certified Install and Support Master exam content covers all basic, intermediate, and advanced tasks applicable to using both the core and all enhancement packages of the application. Basic-level content includes topics such as generating and creating forecasts and schedules, tracking performance, monitoring real-time and historical productivity, configuration, and administration. Intermediate covers topics such as holiday forecasting, advanced scheduling and tracking tools, request management, and shift and request bidding. To round out the ability to support the core application and the enhancement packages, this exam includes troubleshooting of both core and enhanced issues.
Eligibility	The Alvaria Workforce Install and Support Master 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 Master 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** **First Set of Courses: Take in order listed** - Workforce System Overview – .5hr - Introduction to Alvaria Workforce System Essentials – 1hr - Workforce Navigation Overview – 1hr - Workforce Forecasting Essentials – 14hr - Workforce Scheduling Essentials – 3.5hr - Workforce Scheduling Option: Template-based Scheduling –.3.5hr - Workforce Scheduling Option: Preference Based Scheduling – 3.5hr - Workforce Scheduling Option: Roster Based Scheduling – 3.5hr - Workforce Tracking Essentials – 6h **Second Set of Courses: Take in any order** - Workforce Superstate and Shrinkage Essentials –3hr - Workforce AutoRun Essentials –3hr - Workforce Employee Datacenter Essentials – .5hr - Workforce Engagement Management Planning Fundamentals (latest version) – 1.25hr - Introduction to Workforce Empower Workforce Optimization – 2hr - Agent Productivity User Essentials – 1.5hr

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- Real- Time Adherence User Essentials – 1.5hr
- Workforce Configuration and Administration Essentials – 12hr

Third Set of courses: Recommended order

- Alvaria Workforce Advanced Forecasting Essentials– 6hr
- Alvaria Workforce Advanced Scheduling: Optimizing Trial Schedules – 3hr
- Alvaria Workforce Advanced Scheduling: Template-Based Scheduling – 3hr
- Alvaria Workforce Advanced Tracking Essentials the– 5hr
- Alvaria Workforce Outbound Fundamentals – 3hr
- Alvaria Workforce: Request Management Allowance Accounting Administration – 6hr
- Alvaria Workforce: Request Management - Working with Checker Rules and Requests – 9hr
- Alvaria Workforce: Request Bid Administration Essentials – 2.5hr
- Alvaria Workforce Empower: Notification Server Administration – 2.5hr
- Alvaria Workforce Alvaria Workforce Optimization Administration Fundamentals – 2hr
- Alvaria Workforce Empower Schedule Trade Fundamentals – 4hr
- Alvaria Workforce Shift Bidding Essentials – 9hr

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.

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