Exam Information

Alvaria™ Cloud Certified Professional

Product Supported

This exam supports Alvaria Cloud general usage and configuration. It includes questions from Outreach, Configuration Manager, Reporting, CX, VUE, and QM, but does not have any questions from WEM. This exam covers a general understanding of the configuration of Alvaria Cloud use and management mostly from a Manager perspective, and it is recommended that you have a knowledge of the Manager user access in Alvaria Cloud as well as a handle on all guides, training, and reference documents for the mentioned areas in Alvaria Cloud before starting the exam.

Type of Exam	Multiple choice, 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

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	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 Cloud Certified Professional certification primarily targets Manager Users. The scope of this exam confirms an in-depth understanding of features, settings and usage of the many different portions of Alvaria Cloud, such as Outreach, CX and the Configuration Manager. Users who pass this exam show an understanding and knowledge of the many different components of the Alvaria Cloud system interface from the managerial perspective.
Eligibility	The Alvaria Professional Certification program is available and open to any Alvaria customer 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 Expert Certification. Please contact us for any questions regarding your eligibility.
Preparing for the Exam	Alvaria highly recommends that candidates seeking certification follow the certification tracks. The track along with work experience for 9-12 months will increase your chances for passing the exams.
Track Courses	Configuration Manager - Aspect Via 20: Configuring Workforce - Aspect Via 20: Configuring Common Work Type Dependent Resources - Aspect Via 20: Creating an Inbound Voice Work Type Quality Management - Aspect Via 20: Quality Management Account Owner Essentials - Aspect Via 20: Account Owner System Administration Fundamentals. - Aspect Via 20: Quality Management Team Lead & Manager Essentials - Aspect Via 20: Quality Management Agent Essentials Inbound Voice Configuration - Aspect Via Inbound Voice Fundamentals Outreach - Aspect Via 20: Outbound Voice Fundamentals - List Preparation - Aspect Via 20: Outbound Voice Fundamentals - Creating an Outbound Voice Campaign - Aspect Via 20: Outbound Voice Fundamentals - List & Campaign Management - Aspect Via 20: Outbound Voice Fundamentals - Starting Lists - Aspect Via 20: Outbound Voice Fundamentals - Automation and Reporting OR - Aspect Via: Outreach - Creating an Outbound Voice Campaign Reporting - Via:Historical Reporting - Aspect Via Real-Time Reporting

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	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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