Exam Information

Alvaria™ CXP Certified System Admin Premise Professional

Product Supported

This exam covers topics specific to Alvaria CXP when deployed within a premise environment and is targeted primarily at system administrators seeking an Alvaria CXP Certified System Admin Premise Professional designation. Those taking this exam should have knowledge of CXP systems, interfaces, and fundamental application development. This exam also includes topics regarding the analysis and troubleshooting of live applications in CX Commander as well as how to manage them in the CX Business UI. System administration topics include the management of CXP users, servers, sessions, and so forth via the CX Commander and CX Designer interfaces. In addition to these practices, the CXP Certified System Admin Premise Professional exam will also cover general system installation and configuration, CXP architecture, and integration with Unified IP. It is highly recommended that you review all available Alvaria CXP guides, training, and reference documents prior to starting this exam.

Type of Exam	Multiple choice, fill in the blank, matching, 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 with 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 date

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	and time in your region. 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 CXP Certified Premise System Admin Professional assessment primarily targets system and site administrators using the CXP platform within a premise environment. However, test participants are expected to have fundamental knowledge of CX application development and how to use its various interfaces. This includes, basic app development in CX Designer, troubleshooting in CX Commander, and service management in the CX Business UI. The exam's system administration content validates student knowledge of administrative capabilities unique to a premise deployment such as sever and service management, licensing, installation and configuration, and integration with the Unified IP product. Students who have passed the Alvaria CXP Certified Premise System Admin Professional exam are recognized as having achieved professional-level knowledge in the topics.
Eligibility	The Alvaria CXP Certified Premise System Admin Professional program is available and open to Alvaria customers, partners, and employees. 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.
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 • Alvaria CXP Overview – .5hr • Alvaria CXP: Designing Voice Applications with CX Designer – 40hr • Alvaria CXP: Working with the CX Business UI – .75hr • Alvaria CXP: Analyzing Applications in CX Commander – 12hr. • Alvaria CXP: Administration in CX Commander & Designer – 1.25hr • Alvaria CXP: Architecture, Installation & Configuration – .75hr • Alvaria CXP: Aspect Unified IP Integration with CXP – .75hr **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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