Aspect® Unified IP® Premise Certified Professional

Product Supported

This exam supports Unified IP and Advanced List Management within a premise environment. As such, it covers topics such as configuration, reporting, and overall general usage. It is highly recommended that you review all available Unified IP 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 a cancellation or reschedule fee up to the amount of the exam.

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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 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.
Target Audience	The Unified IP (UIP) Professional certification primarily targets system and network administrators, support analysts, and any customers and/or partners approved for the configuration of a Unified IP and Advanced List Management. In consideration of this, the exam validates a student's knowledge of overall configuration of users, IVR, inbound routing, outbound routing, general configuration, reporting, and administrative routing. The exam also confirms a comprehensive knowledge of the day-to-day uses of UIP and ALM, which include, but are not limited to, build and managing inbound, outbound, and IVR transaction routes, reporting and user management. Students who have passed the Unified IP Premise Professional Certification Assessment are recognized as having achieved foundational knowledge in configuring, maintaining, and using a Unified IP system from the perspective of all possible users.
Eligibility	The Alvaria Professional Certification program is available and open to any Alvaria customers 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** Introduction • Aspect Unified IP Introduction – 2.5hr • Advanced List Management Technical Introduction – .25hr • Aspect Unified IP Agent Desktop Fundamentals –4.5hr Administration • Unified IP Voicemail Administration – .5hr • Aspect Unified IP Inbound Voice Essentials – 9hr • Aspect Unified IP Outbound Voice Essentials – 12hr • Advanced List Management - Outbound Voice Fundamentals – 17.5hr • Aspect Unified IP M3 Designer 1hr • Aspect Unified IP - M3 Designer Scripting Essentials Basic – 15hr • Aspect Unified IP - M3 Designer Scripting Essential Advanced – 15hr • Advanced List Management Outbound Voice Features – 2.5hr Reporting • Aspect Unified IP Historical Reporting – .5hr • Aspect Unified IP Real-Time Reporting –12hr

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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.