

Exam Information

Aspect[®] Quality Management[™] Certified Professional

Product Supported

This exam supports Aspect Quality Management general usage. As such, it covers usage topics such as generating recording rules, evaluation form creation, reviewing recordings, and more in order to achieve foundational knowledge in operating a Quality Management system from both a managerial and user administrator perspective. It is highly recommended that you review all available Aspect Quality Management 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	<ul style="list-style-type: none">• \$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/aspect . 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 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

	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 Aspect Quality Management Certified Professional certification primarily targets system administrators, support analysts, and any customers using Quality Management while in a supervisor role. The exam validates a student's knowledge of Quality Management features and operations. Topics include but are not limited to interaction recording management and searches, evaluating call center agents, running evaluation calibrations and reports, and recording preparation. Students who have passed the Aspect Quality Management Certified Professional Certification Assessment are recognized as having achieved foundational knowledge in operating a Quality Management system from both a managerial and user administrator perspective.
Eligibility	The Aspect Professional Certification program is available and open to any Aspect customer, partner, or employee. Passing an exam is only part of the process. The Aspect Education Services team will also need to verify your participation and attendance in the certification curriculum and verify you are eligible for an Aspect Professional Certification.
Preparing for the Exam	Aspect 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>Required: Professional</p> <ul style="list-style-type: none"> • Aspect Quality Management Overview 0.5hr • Aspect Quality Management: System Management Essentials 15hr • Aspect Quality Management: System Maintenance Essentials 3.5hr • Aspect Quality Management 21: System Administrator Essentials (Workforce Optimization) 3.0hr • Aspect Quality Management 21: Upgrade Essentials 0.5hr <p>Please note: Class Timings/classes listed above are subject to change. Check the Aspect Learning Management system for the most up to date information listed in the corresponding Learning Path.</p>

