

Exam Information

Aspect® CXP™ Certified Development Master

Product Supported

This certification supports Aspect CXP within both a hosted and premise environment, but *only* focuses on advanced development techniques for CX applications. This is a *pair* of masters-level exams – one written and one practical – for individuals seeking an Aspect CXP Certified Development Master designation, and requires all test participants to have previously taken and passed the Aspect CXP Certified Developer Professional exam. As such, this Masters assessment does *not* cover any topics pertaining to basic application development. It tests several niche topics, but the concepts covered can be broadly categorized into advanced IVR development, application logic, UX improvement, and application integration with third-party entities. It is highly recommended that you review all available Aspect CXP guides, training, and reference documents prior to starting this exam.

With regards to the practical portion of this certification assessment, exam participants will be tasked with building an application based on criteria given during the scheduled exam time. This practical exam will gauge a developers in-depth understanding of object usage, analytical capabilities, and an overall application of Aspect CXP knowledge. The application participants construct will be a proof-of-concept, but will have to showcase several advanced techniques expected of an Aspect CXP development master.

Type of Exam	Written: Multiple choice, fill in the blank, matching, true/false Practical: Development of an advanced application based on given criteria
Certification Level	Master level
Length	Written: 100 questions Practical: 4 hours
Passing Score	75% correct (on both the written and practical individually)
Exam Language	English only
Timing	Up to 4 hours to complete written exam Up to 4 hours to complete Practical Exam The exams will be conducted in <i>two</i> separate sessions. Practical Exam will be scheduled directly with Aspect Education after passing the Written Exam.
Exam Location	Written: Kryterion online or exam testing center worldwide There are two ways to take the written 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 Practical: Aspect-hosted lab environment.

	The practical exam is online and can only be performed through a lab environment created and hosted by Aspect. The lab environment will utilize the most recently released version of Aspect CXP.
Exam Price	<p>Written:</p> <ul style="list-style-type: none"> • \$180 at a Kryterion testing center • \$105 online proctoring <p>Practical:</p> <ul style="list-style-type: none"> • \$TBD online Aspect proctoring
Exam Registration	<p>Written: 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.</p> <p>Practical: Exam candidates can contact Aspect Education Services for the exam. You will receive an invitation to participate in the exam via a registered email address, along with the date and time for the exam. You will pay for the exam through Aspect Education Services unless you have been given an exam voucher. In the case of an exam voucher, please provide the code to the training coordinator when you schedule your exam.</p>
Exam Reschedule	If you need to reschedule a written exam, you will need to contact Kryterion directly. For a practical exam, you will need to contact Aspect. 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 reschedule a written exam, you will need to contact Kryterion directly. For a practical exam, you will need to contact Aspect. 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 with a cancellation fee equal to the amount of the exam.
Target Audience	<p>The Aspect CXP Certified Development Master assessment primarily targets senior application developers who have been using Aspect CXP for several years. Moreover, it is for individuals who have already passed the Aspect CXP Certified Developer Professional exam.</p> <p>The Aspect CXP Certified Development Master exam content focuses on advanced development practices applicable to CX applications built in the voice, text, or mobile web channels. Examples include sending SMS notifications during live calls, incorporating experience continuity, hotspot analytics, complex datatypes, and integrating third-party entities. Students who take the Aspect CXP Certified Development Master exam are recognized as having achieved mastery in CX application development.</p>
Eligibility	The Aspect Certified Development Master program is available and open to any Aspect customers, partners, and employees who have passed the Aspect CXP



	<p>Certified Developer Professional exam. 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 Expert Certification.</p>
<p>Preparing for the Exam</p>	<p>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.</p>
<p>Track Courses</p>	<p>Required</p> <ul style="list-style-type: none"> • Aspect CXP: Improving UX through Experience Continuity – 3hr • Aspect CXP: Better Data Collection using Hotspot Analytics – 3hr • **Aspect CXP: Advanced Audio Techniques for IVR Applications • **Aspect CXP: Sending SMS Notifications during IVR Calls • **Aspect CXP: Using the Storyboard Manager for Prompt Management • **Aspect CXP: Advanced Expression Object Usage • **Aspect CXP: Using Complex Data & Datatypes • **Aspect CXP: Using Java Code for Backend Integrations • **Aspect CXP: Integration 3rd Party APIs & Applications <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> <p><i>**In development and subject to change.</i></p>

