

Exam Information

Aspect® CXP™ Certified Hosted Expert

Product Supported

This exam covers topics specific to Aspect CXP when deployed within a hosted environment. This is a supplementary exam for individuals seeking an Aspect CXP Certified Hosted Expert designation, and requires all test participants to have previously taken and passed the Aspect CXP Certified Developer Professional exam. The Hosted Expert certification exam does *not* cover topics pertaining to application development, but rather it tests knowledge of Aspect CXP cloud architecture, usage of the Evolution portal, and the various differences between hosted and premise deployment environments. It is highly recommended that you review all available Aspect 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	Expert level
Length	50 questions
Passing Score	75% correct
Exam Language	English only
Timing	Up to 2 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">• \$160 at a Kryterion testing center• \$95 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 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

	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 Hosted Expert assessment primarily targets system and site administrators using the Aspect CXP platform within an Aspect-hosted (cloud) environment. However, test participants are required to have already passed the Aspect CXP Certified Professional exam prior to attempting this one.</p> <p>The Aspect CXP Certified Hosted Expert exam content focuses on the high-level architectural components of a hosted Aspect CXP system, use of the Evolution portal, and the nuances regarding a CX hosted environment versus a premise environment. As such, the assessment validates a student’s knowledge of these topics as well as other Aspect CXP components they should also have expertise in. Students who take the Aspect CXP Certified Hosted Expert exam are recognized as having achieved expert-level knowledge in all of the aforementioned topics.</p>
Eligibility	The Aspect Expert Certification program is available and open to any Aspect customers, partners, and employees who have passed the Aspect CXP 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. Please contact us for any questions regarding your eligibility.
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 (Must have Passed the Aspect CXP Certified Professional Exam to be eligible to take this exam)</p> <ul style="list-style-type: none"> • Aspect CXP Overview – .5hr • Aspect CXP: Developing Voice Applications with CX Designer – 40hr. • Aspect CXP: Working with the CX Business UI – .75hr • Aspect CXP: Analyzing Applications in CX Commander – 12hr. • Aspect CXP: Working with Aspect CXP Objects – 4.75 hr. • Aspect CXP: Designing & Training Chatbots for Natural Language Understanding – 9hr • Aspect CXP: Building Chatbots in CX Designer – 9hr • Aspect CXP: Working with a Aspect CXP Hosted Environment – .75hr <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>

