

Exam Information

Aspect® CXP™ Certified Premise Expert

Product Supported

This exam supports Aspect CXP specifically within a premise environment. This is a supplementary exam for individuals seeking an Aspect CXP Certified Premise Expert designation, and requires all test participants to have previously taken and passed the Aspect CXP Certified Developer Professional exam. The Premise Expert certification exam does *not* cover topics pertaining to application development, but rather it tests management knowledge of Aspect CXP users, servers, sessions, and so forth via the CX Commander and CX Designer interfaces. In addition to these practices, the Aspect CXP Certified Premise Expert exam will also cover general system installation and configuration, Aspect CXP system architecture, and integration with Aspect® Unified IP®. 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	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 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 Premise Expert assessment primarily targets system, technical, and network administrators using the Aspect CXP platform in a premise 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 Premise Expert 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 Aspect Unified IP product. Students who have passed the Aspect CXP Certified Premise Expert exam are recognized as having achieved expert-level knowledge in the aforementioned topics.</p>
Eligibility	The Aspect CXP Premise Expert Certification program is available and open to Aspect customers, partners, and employees who have previously passed the Aspect CXP Certified Developer Professional exam. Take note that 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</p> <p>(Must have Passed the Aspect CXP Certified Professional Exam prior to being eligible for this exam)</p> <ul style="list-style-type: none"> • Aspect CXP Overview – .5hr • Aspect CXP: Designing Voice Applications with CX Designer – 40h. • Aspect CXP: Working with the CX Business UI – .75hr • Aspect CXP: Analyzing Applications in CX Commander – 12hr • Aspect CXP: Administration in CX Commander & Designer – 1.25hr • Aspect CXP: Working with Aspect CXP Objects – 5hr. • Aspect CXP: Designing & Training Chatbots for Natural Language Understanding – 9hr • Aspect CXP: Building Chatbots in CX Designer – 9hr • Aspect CXP: Developing Mobile Web Applications in CX Developer – 9hr. • Aspect CXP: Architecture, Installation & Configuration – .75hr • Aspect CXP: Aspect Unified IP Integration with Aspect CXP– .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>

