

## Exam Information

# Aspect® CXP™ Certified System Admin Premise Professional

## Product Supported

This exam covers topics specific to Aspect CXP when deployed within a premise environment and is targeted primarily at system administrators seeking an Aspect CXP Certified System Admin Premise Professional designation. Those taking this exam should have knowledge of Aspect CXP systems, interfaces, and fundamental application development. This exam also includes topics regarding the analysis and troubleshooting of live applications in CX Commander as well as how to manage them in the CX Business UI. System administration topics include the management 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 System Admin Premise Professional exam will also cover general system installation and configuration, Aspect CXP 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.

<b>Type of Exam</b>	Multiple choice, fill in the blank, matching, true/false
<b>Certification Level</b>	Professional level
<b>Length</b>	100 questions
<b>Passing Score</b>	75% correct
<b>Exam Language</b>	English only
<b>Timing</b>	Up to 4 hours to complete the exam
<b>Exam Location</b>	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. <b>Important:</b> If you are taking an online exam, please be sure to read the following information at <a href="https://kryterion.force.com/support/s/contactsupport">https://kryterion.force.com/support/s/contactsupport</a> .
<b>Exam Price</b>	<ul style="list-style-type: none"><li>• \$180 at a Kryterion testing center</li><li>• \$105 online proctoring</li></ul>
<b>Exam Registration</b>	Exam candidates can go directly to Kryterion to register for the exam via <a href="https://webassessor.com/aspect">https://webassessor.com/aspect</a> . 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.
<b>Exam Reschedule</b>	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.

<b>Exam Cancellation</b>	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.
<b>Target Audience</b>	<p>The Aspect® CXP™ Certified Premise System Admin Professional assessment primarily targets system and site administrators using the Aspect CXP platform within a premise environment. However, test participants are expected to have fundamental knowledge of CX application development and how to use its various interfaces. This includes, basic app development in CX Designer, troubleshooting in CX Commander, and service management in the CX Business UI.</p> <p>The exam's system administration content 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 System Admin Professional exam are recognized as having achieved professional-level knowledge in the aforementioned topics.</p>
<b>Eligibility</b>	The Aspect CXP Certified Premise System Admin Professional program is available and open to Aspect customers, partners, and employees. 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.
<b>Preparing for the Exam</b>	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.
<b>Track Courses</b>	<p>Required</p> <ul style="list-style-type: none"> <li>• Aspect CXP Overview – .5hr</li> <li>• Aspect CXP: Designing Voice Applications with CX Designer – 40hr.</li> <li>• Aspect CXP: Working with the CX Business UI – 1hr</li> <li>• Aspect CXP: Analyzing Applications in CX Commander – 12hr.</li> <li>• Aspect CXP: Administration in CX Commander &amp; Designer – 1.25hr</li> <li>• Aspect CXP: Architecture, Installation &amp; Configuration – .75hr</li> <li>• Aspect CXP: Aspect Unified IP Integration with Aspect CXP – .75hr</li> </ul> <p><b>Please note:</b> 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>

