

## Exam Information

# Aspect® CXP™ Partner Certified Master – Install and Support

## Product Supported

This certification supports Aspect CXP within both a hosted and premise environment, and covers *both* the application development and system administration. Furthermore, this program consists of a *pair* of masters-level exams – one written and one practical – for individuals seeking an Aspect CXP Partner Certified Development Master designation. For the written portion of this certification, test participants will encounter developmental topics ranging from basic object usage and dialog flow practices to advanced, niche topics such as the integration of complex data structures, experience continuity, and application logic. The system admin side of things will consist of day-to-day user, server, and session management, premise and cloud architecture, integration with Aspect® Unified IP®, and use of the Evolution portal.

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 a Aspect CXP master user.

It is highly recommended that you review all available Aspect CXP guides, training, and reference documents prior to starting either exam.

<b>Type of Exam</b>	<b>Written:</b> Multiple choice, fill in the blank, matching, true/false <b>Practical:</b> Development of an advanced application based on given criteria
<b>Certification Level</b>	Master level
<b>Length</b>	<b>Written:</b> 300 questions <b>Practical:</b> 6 hours
<b>Passing Score</b>	75% correct (on both the written and practical individually)
<b>Exam Language</b>	English only
<b>Timing</b>	Up to 6 hours to complete written exam (in Development) 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.
<b>Exam Location</b>	<b>Written:</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>Practical:</b> Will be delivered online by the Aspect Education Services Team.

<p><b>Exam Price</b></p>	<p><b>Written:</b></p> <ul style="list-style-type: none"> <li>• \$359 at a Kryterion testing center</li> <li>• \$299 online proctoring</li> </ul> <p><b>Practical:</b></p> <ul style="list-style-type: none"> <li>• Included with written exam</li> </ul>
<p><b>Exam Registration</b></p>	<p><b>Written:</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 Promotion Code field.</p> <p><b>Practical:</b> You will receive an invitation to participate in the Final portion of the Master level exam after passing the written exam via your registered email address in Kryterion. The practical exam will be scheduled and administered online by the Aspect Education Services team. It will need to be performed on lab environment and must be the current version. Details and hardware requirements will be given out at the time of Practical Exam registration as they are subject to change.</p>
<p><b>Exam Reschedule</b></p>	<p>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.</p>
<p><b>Exam Cancellation</b></p>	<p>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.</p>
<p><b>Target Audience</b></p>	<p>The Aspect CXP Partner Certified Master assessment targets partners who have been using CXP for several years (both developers <i>and</i> system administrators). Moreover, it is for individuals who have completed all CXP courses in the curriculum listed at the end of this document.</p> <p>The Aspect CXP Partner Certified Master exam content covers all basic, intermediate, and advanced development practices applicable to building CX applications in the voice, text, or mobile web channels. Basic-level content includes development best practices and object application, while intermediate covers topics such as chatbot design and application troubleshooting. Advanced topic examples include incorporating experience continuity, hotspot analytics, and complex datatypes. On the administrative front, this exam includes hosted and premise architecture, user, service, and session management, integration with Unified IP, use of the Evolution portal, and more.</p> <p>Students who take the Aspect CXP Partner Certified Master exam are recognized as having achieved advanced knowledge in all of the aforementioned topics.</p>
<p><b>Eligibility</b></p>	<p>The Aspect CXP Partner Certified Development Master program is available and open to only Aspect partners. Passing an exam is only part of the process. The Aspect Education Services team will also need to verify your participation and</p>

	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: Developing Voice Applications with CX Designer – 40hr.</li> <li>• Aspect CXP: Working with the CX Business UI – .75hr</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: Working with Aspect CXP Objects – 5hr.</li> <li>• Aspect CXP: Designing &amp; Training Chatbots for Natural Language Understanding – 9hr</li> <li>• Aspect CXP: Building Chatbots in CX Designer – 9hr</li> <li>• Aspect CXP: Developing Mobile Web Applications in CX Developer – 9hr</li> <li>• Aspect CXP: Working with an Aspect CXP Hosted Environment – .75hr</li> <li>• Aspect CXP: Architecture, Installation &amp; Configuration – .75hr</li> <li>• Aspect CXP: Aspect Unified IP Integration with Aspect CXP – .75hr</li> <li>• Aspect CXP: Improving UX through Experience Continuity – 4hr.</li> <li>• Aspect CXP: Better Data Collection using Hotspot Analytics –3hr</li> <li>• **Aspect CXP: Integrating Dynamic Language into an IVR Application</li> <li>• **Aspect CXP: Sending SMS Notifications during IVR Calls</li> <li>• **Aspect CXP: Using the Storyboard Manager for Prompt Management</li> <li>• **Aspect CXP: Advanced Expression Object Usage</li> <li>• **Aspect CXP: Using Complex Data &amp; Datatypes</li> <li>• **Aspect CXP: Using Java Code for Backend Integrations</li> <li>• **Aspect CXP: Integrating 3<sup>rd</sup> Party APIs &amp; Applications</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> <p><i>**In development and subject to change.</i></p>

