

Exam Information

Aspect® Unified IP® Premise Partner Certified Master - Support

Product Supported

This exam supports Aspect Unified IP and Advanced List Management™ within a premise environment. As such, it covers topics such as configuration, reporting, installation and overall general usage. Furthermore, this program consists of a *two-part* masters-level exam – one written and one practical – for individuals seeking an Aspect Unified IP Certified Partner Master Support designation. For the written portion of this certification, test participants will encounter topics ranging from system architecture, configuration, building logic flows, troubleshooting and maintenance to successfully support the customer base.

With regards to the practical portion of this certification assessment, exam participants will be tasked with performing support and maintenance tasks to verify knowledge of data gathering, and transaction tracing.

It is highly recommended that you review all available Aspect Unified IP and Advanced List Management guides, training, and reference documents prior to starting this exam.

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	Partner Master level
Length	Written: 300 questions Practical: 4 hours
Passing Score	75% correct (on both the written and practical individually)
Exam Language	English only
Timing	Up to 6 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 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 . Practical: Will be delivered online by the Aspect Education Services Team
Exam Price	Written: \$359 at a Kryterion testing center \$299 online proctoring Practical: Included with written exam

<p>Exam Registration</p>	<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: 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>Exam Reschedule</p>	<p>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 a cancellation or reschedule fee up to the amount of the exam.</p>
<p>Exam Cancellation</p>	<p>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 a cancellation fee equal to the amount of the exam.</p>
<p>Target Audience</p>	<p>The Aspect Unified IP (UIP) Partner Master Support certification primarily targets a Partner who supports and/or maintains systems and network administrators, support analysts, and any customers and/or partners approved for the configuration and maintenance of an Aspect Unified IP and Advanced List Management. In consideration of this, the exam validates a student's knowledge of overall configuration of users, IVR, inbound routing, outbound routing, general configuration, reporting, administrative routing, and troubleshooting. The exam also confirms a comprehensive knowledge of the day-to-day uses of UIP and ALM, which include, but are not limited to, build and managing inbound, outbound, and IVR transaction routes, reporting and user management. Students who have passed the Aspect Unified IP Certified Partner Master Support Certification Assessment are recognized as having achieved foundational knowledge in configuring, maintaining, and using an Aspect Unified IP system from the perspective of all possible users.</p>
<p>Eligibility</p>	<p>The Aspect Partner Master Certification program is available and open to Aspect partners. 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 Partner Master 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 2-5 years will increase your chances for passing the exams.</p>



Track Courses

Introduction

- Aspect Unified IP Introduction – 2.5 hr
- Advanced List Management Technical Introduction – .75 hr
- Aspect Unified IP Agent Desktop Essentials – 4.5 hr

Technologies Intro

- Aspect Unified IP VOIP Concepts – .5 hr
- Aspect Unified IP Linux Basics – .5 hr
- Aspect Unified IP SQL Query Introduction– .25 hr

Administration

- Aspect Unified IP Voicemail Administration .5hr
- Aspect Unified IP Inbound Voice Essentials – 5 hr
- Aspect Unified IP Outbound Voice Essentials – 12 hr
- Advanced List Management - Outbound Voice Essentials – 17.5 hr
- Advanced List Management Outbound Voice Features – moving to self-paced
- Aspect Unified IP M3 Designer – .75 hr
- Aspect Unified IP - M3 Designer Scripting Essentials Basic – 15 hr
- Aspect Unified IP - M3 Designer Scripting Essentials Advanced – 15 hr
- Aspect Unified IP Outbound Voice Fundamentals – 4.25 hr

Reporting

- Aspect Unified IP Real-Time Reporting – 12 hr
- Aspect Unified IP Historical Reporting – .5 hr

Architecture

- Advanced List Management Architecture – .75 hr
- Aspect Unified IP System Architecture – .5 hr
- Aspect Unified IP Telephony Configuration – 9 hr

Maintenance

- Aspect Unified IP Troubleshooting - Database Essentials – .5 hr
- Aspect Unified IP Database HA Introduction and Troubleshooting – .5 hr
- Aspect Unified IP System Health Check – .25 hr
- Aspect Unified IP Managing SSL Certificates – .5 hr
- Aspect Unified IP URM Essentials – .75 hr
- Aspect Unified IP Integration with CXP .5 hr
- Aspect Unified IP Troubleshooting Agent Login Process .5 hr
- Aspect Unified IP Troubleshooting Call Flows 1.25 hr
- Aspect Unified IP Telephony System Logs .25 hr
- Aspect Unified IP Unified Command and Control Realtime Reporting Troubleshooting (UCCRTR) .25 hr

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