

## Exam Information

# Aspect® Workforce Management™ Premise Partner Certified Master Installer

## Product Supported

This certification supports Aspect Workforce Management installation and its five enhancement packages within a premise environment. This program consists of a pair of master-level exams – one written and one practical – for individuals seeking an Aspect Workforce Management Partner Certified Installation Master designation. For the written portion of this certification, test participants will encounter topics ranging from basic core installation to any of the installation tasks associated with Empower, Segment Export, Perform, Reserve, and Encompass; including any needed configuration and troubleshooting.

Regarding the practical portion of this certification assessment, exam participants will be tasked with installing, configuring, and troubleshooting errors based on criteria given during the scheduled exam time. This practical exam will be a proof of concept but will gauge the participant's in-depth understanding of basic installation, analytical capabilities, and an overall application of Workforce Management knowledge expected of a Workforce Management support master.

It is highly recommended that you review all available Aspect Workforce Management 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>	Master level
<b>Length</b>	<b>Written:</b> 300 questions <b>Practical:</b> 4 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 Up to 4 hours to complete Practical Exam  The exams will be conducted in <u>two</u> 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 <i>Promotion Code</i> 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 Workforce Management Certified Premise Installation Master certification primarily targets partners who have been installing Workforce Management for several months. Moreover, it is for individuals who have completed all Workforce Management courses in the curriculum listed at the end of this document.</p> <p>The Aspect Workforce Management Certified Master Installation exam content covers all basic, intermediate, and advanced tasks applicable to installing, configuring, and troubleshooting both the core and the enhancement packages of the application.</p>
<p><b>Eligibility</b></p>	<p>The Aspect Workforce Management Installation Master Certification 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 attendance in the certification curriculum and verify you are eligible for an Aspect Professional Certification.</p>
<p><b>Preparing for the Exam</b></p>	<p>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.</p>



## Track Courses

### Required – Take in order listed

- Workforce Management System Overview – 30 min.
- \*\*Introduction to Aspect Workforce Management System Architecture
- \*\*Workforce Management: Installation and Troubleshooting
- \*\*Workforce Management Empower Installation & Configuration
- \*\*Workforce Management Segment Export Installation & Configuration
- \*\*Workforce Management Perform Installation & Configuration
- \*\*Workforce Management Reserve Installation & Configuration
- \*\*Workforce Management Encompass Installation & Configuration

**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.

*\*\*In development and subject to change.*