

Exam Information

Aspect® Workforce Management™ Premise Partner Certified Master Support

Product Supported

This certification supports Aspect Workforce Management usage 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 Support Master designation. For the written portion of this certification, test participants will encounter topics ranging from basic forecasting, scheduling, and tracking to advanced topics such as multi-channel, back-office, request management, and troubleshooting.

Regarding the practical portion of this certification assessment, exam participants will be tasked with troubleshooting configuration and errors during the scheduled exam time. This practical exam will gauge a support personnel's in-depth understanding of basic usage, 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.

Type of Exam	Multiple choice, fill in the blank, matching, true/false
Certification Level	Master level
Length	Written: 300 questions Practical: 4 hours
Passing Score	75% correct on each exam individually
Exam Language	English only
Timing	Up to 6 hours to complete written exam (in Development) 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.
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: <ul style="list-style-type: none">• \$359 at a Kryterion testing center• \$299 online proctoring Practical: <ul style="list-style-type: none">• 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 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>Exam Cancellation</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>Target Audience</p>	<p>The Aspect Workforce Management Certified Premise Support Master certification primarily targets partners who have been using Workforce Management for several years. 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 Support Master exam content covers all basic, intermediate, and advanced tasks applicable to using both the core and all enhancement packages of the application. Basic-level content includes topics such as generating and creating forecasts and schedules, tracking performance, monitoring real-time and historical productivity, configuration, and administration. Intermediate covers topics such as holiday forecasting, advanced scheduling and tracking tools, request management, and shift and request bidding. To round out the ability to support the core application and the enhancement packages, this exam includes troubleshooting of both core and enhanced issues.</p>
<p>Eligibility</p>	<p>The Aspect Workforce Management Support 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>Preparing for the Exam</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>
<p>Track Courses</p>	<p>Basic Required – First Set of Courses: Take in order listed</p> <ul style="list-style-type: none"> • Workforce Management System Overview – 30 min. • Introduction to Aspect Workforce Management System Essentials – 1 hr. • Workforce Management Navigation Overview – 1 hr. • Workforce Management Forecasting Essentials – 14 hr

- Workforce Management Scheduling Essentials – 3.5 hr
- Workforce Management Scheduling Option: Template-based Scheduling –3.5 hr
- Workforce Management Scheduling Option: Preference Based Scheduling – 3.5 hr
- Workforce Management Scheduling Option: Roster Based Scheduling – 3.5 hr
- Workforce Management Tracking Essentials – 6 hr

Basic Required – Second Set of Courses: Take in any order

- Workforce Management Superstate and Shrinkage Essentials –3 hr
- Workforce Management AutoRun Essentials –3 hr
- Workforce Management Employee Datacenter Essentials – 30 min
- Workforce Management Workforce Optimization Planning Fundamentals (latest version) – 1 hr. 15 min.
- Introduction to Workforce Management Empower Workforce Optimization – 2 hr
- Workforce Management Perform: Agent Productivity User Essentials – 1.5 hr
- Workforce Management Perform: Real-Time Adherence User Essentials – 1.5 hr
- Workforce Management Configuration and Administration Essentials – 12 hr

Basic Recommended courses: Take in any order after first set of courses

- Workforce Management – Workshop - Forecasting Essentials – 3.5 hr
- Workforce Management – Workshop - Scheduling Essentials – 3.5 hr
- Workforce Management – Workshop - Tracking Essentials – 3.5 hr
- Workforce Management Agent Fundamentals – 4 hr
- Workforce Management Supervisor Fundamentals – 4 hr

Intermediate Required – First Set of Courses: Take in order listed

- Workforce Management Advanced Forecasting: Understanding Forecasting Parameters 3 hr
- Workforce Management Advanced Forecasting: Forecasting with User-Supplied Data 5 hr
- Workforce Management Advanced Forecasting: Workshop 2.5 hr
- Workforce Management Advanced Scheduling: Template-Based 3 hr
- Workforce Management Advanced Scheduling: Optimizing Trial Schedules 3 hr
- Workforce Management Advanced Tracking: Intra-Day Performance 3 hr
- Workforce Management Advanced Tracking: Tracking Tools 2.5 hr

Intermediate Required – Second Set of Courses: Take in recommended order

- Workforce Management: Outbound Fundamentals – 3 hr
- Workforce Management Empower: Schedule Trade Essentials – 4 hr
- **Workforce Management Request Management: Administering Personal Accounts
- **Workforce Management Request Management: Administering Group Allowance Accounts
- **Workforce Management Request Management: Configure Checker Rules – Session A
- **Workforce Management Request Management: Configure Checker Rules – Session B
- **Workforce Management: Administering Empower in the Rich Client
- **Workforce Management: Administering Shift Bids
- **Workforce Management: Administering Request Bids
- Workforce Management: Workforce Optimization Administration Fundamentals – 40 min

Advanced Required – First Set of Courses: Take in order listed

- Workforce Management: Back-Office Overview – 10 min
- Workforce Management: Back-Office Essentials – 4 hr
- Workforce Management: Multi-Channel Overview – 20 min
- Workforce Management: Multi-Channel Forecasting Essentials – 1 hour
- Workforce Management: Multi-Channel Scheduling Essentials – 45 min
- Workforce Management: Multi-Channel Performance Essentials – 4.5 hr
- **Workforce Management: Intra-day Work Assignment Essentials
- **Workforce Management: Advanced Preference-Based Scheduling
- **Workforce Management: Advanced Preference-Based Scheduling

Advanced Required – Second Set of Courses: Take in recommended order

- **Workforce Management for Support
- **Workforce Management Perform for Support
- **Workforce Management Empower for Support
- **Workforce Management Segment Export Essentials
- **Workforce Management Allocate Support
- **Workforce Management Encompass Essentials
- **Workforce Management Reserve: Essentials
- **Workforce Management Reserve: 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.*