

Aspect® Unified IP® Specialist Tracks

Steps to Certification

1. Complete course(s) listed in an Aspect Unified IP Specialist Track.
2. Pass a Knowledge Validation in the Aspect Learning Management System after the last class in the track.

[Aspect Unified IP Inbound Voice Specialist Track \(In development\)](#)

Required in this order:

- Aspect Unified IP Introduction -2.5 hr
- Aspect Unified IP Inbound Voice Essentials - 9 hr
- Aspect Unified IP Agent Desktop Essentials -4 hr

[Aspect Unified IP M3 Script Developer Specialist Track \(In development\)](#)

Required in this order:

- Aspect Unified IP - M3 Designer -1 hr
- Aspect Unified IP - M3 Designer Scripting Essentials Basic – 15 hr
- Aspect Unified IP - M3 Designer Scripting Essentials Advanced 15 hr

[Aspect Unified IP Real-Time Reporting Specialist Track \(In development\)](#)

Required:

- Aspect Unified IP Real-Time Reporting -12 hr

[Aspect Unified IP Outbound Voice Specialist Track \(In development\)](#)

Required in this order:

- Aspect Unified IP Outbound Voice Fundamentals - 4.5 hr
- Aspect Unified IP Agent Desktop Essentials -3 hr
- Aspect Unified IP Outbound Voice Essentials -12 hr
- Advanced List Management Technical Introduction - 30 min
- Advanced List Management - Outbound Voice Essentials -17.5 hr
- Advanced List Management Outbound Voice Features - 12 hr