

## Exam Information

# Aspect® Performance Management™ Certified Professional

## Product Supported

This exam supports Aspect Performance Management general usage. As such, it covers usage topics such as implementing coaching strategies and planning challenges for agents, designing performance dashboards, managing data loads, creating users and user roles, configuring permissions, and defining KPI metrics and scorecards, and more in order to achieve foundational knowledge in operating a Performance Management system from both a managerial and user administrator perspective. It is highly recommended that you review all available Aspect Performance 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>	Professional level
<b>Length</b>	100 questions
<b>Passing Score</b>	75% correct
<b>Exam Language</b>	English only
<b>Timing</b>	Up to 4 hours to complete the exam
<b>Exam Location</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>Exam Price</b>	<ul style="list-style-type: none"><li>• \$180 at a Kryterion testing center</li><li>• \$105 online proctoring</li></ul>
<b>Exam Registration</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.
<b>Exam Reschedule</b>	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 for a cancellation or reschedule fee up to the amount of the exam.
<b>Exam Cancellation</b>	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 for a cancellation fee equal to the amount of the exam.
<b>Target Audience</b>	The Aspect Performance Management Certified Professional certification primarily targets system administrators, support analysts, and any customers using Performance Management while in a supervisor role.
<b>Eligibility</b>	The Aspect Professional Certification program is available and open to any Aspect customer, partner, or employee. 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 Expert Certification. Please contact us for any questions regarding your eligibility.
<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 Performance Management Overview - .5hr</li> <li>• Aspect Performance Management: System Essentials and Configuration – 9hr</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>

