

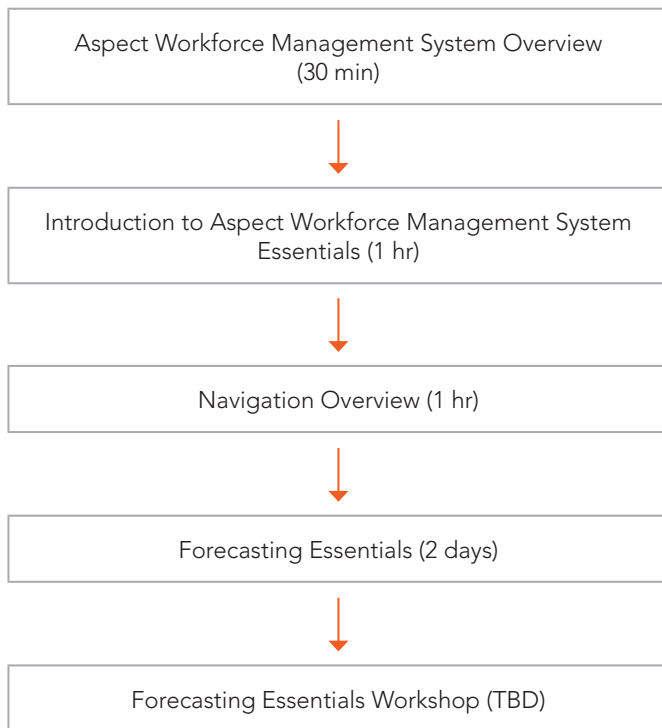
Aspect® Workforce Management™ Specialist

Steps to Certification

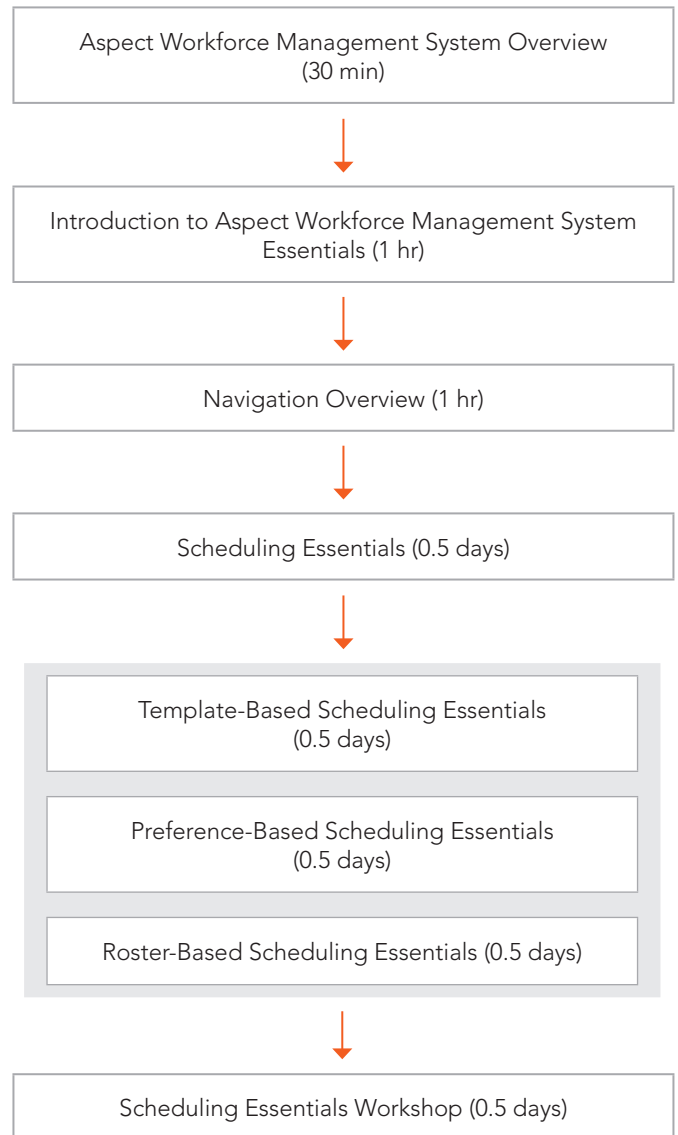
1. Complete courses listed in an Aspect Workforce Management Specialist Track.
2. Pass a Knowledge Validation Exam after the last class in the track.

Course List

Forecasting Specialist



Scheduling Specialist



Tracking Specialist

Aspect Workforce Management System Overview
(30 min)



Introduction to Aspect Workforce Management System
Essentials (1 hr)



Navigation Overview (1 hr)



Tracking Essentials (1 day)



Tracking Essentials Workshop (0.5 days)