

A man wearing a headset is looking at a laptop screen. The image has a blue tint. A white-bordered box is overlaid on the left side of the image, containing text and a logo.

CYARA 

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ACADEMY

## Course Guide

Become a CX Assurance  
expert with Cyara

# Welcome to Cyara Academy

## Flexible training to suit your learning goals

Train your entire staff, train a new employee joining your team, stay current on new features, or take your knowledge up a level and become Cyara Certified.

We've purpose built the Academy to accommodate all your learning goals, with material available for when and how you want it.

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# Training Delivery Options

Cyara offers a variety of training delivery options to accommodate what works best for you and your organization. These options are listed below.



## Live Training (In-Person or Virtual)

With industry-leading instructors, we provide an interactive, hands-on classroom experience for teams who want to accelerate their knowledge of Cyara's Automated CX Assurance Platform. Our live training courses can be delivered from our dedicated training facility in Melbourne (Australia), at your premises, or via a virtual classroom, which is often the best option for remote teams or dispersed resources.



## Learn Independently Online

This learning experience provides a comprehensive online learning curriculum for individuals, allowing you to complete them in your own time, at your own pace. This option is ideal for new employees joining a team already trained on the Cyara Platform, as well as individual contractors (as part of the Cyara Expert certification program).



## Video On Demand

Available for customers with a Cyara subscription, we provide access to a comprehensive list of Tutorial Videos that help you get the most out of your Cyara experience. Learn what's new on the Cyara Platform, refresh your knowledge and discover advanced features to increase your Cyara skill sets. The Tutorial Videos are located in the Knowledge Center via the Cyara Platform.

**If you have further questions about which training option will work best for you, please contact us via email at [ca.admin@cyara.com](mailto:ca.admin@cyara.com).**

# Certification @ Cyara Academy

Cyara Academy Certification is an accreditation program that provides industry-standard recognition of Cyara skill sets within a chosen field. Our program is designed to drive greater competency and self-sufficiency in Cyara solutions for your organization, or as an individual contractor.

The Cyara Certified Expert (CCE) program is ideal for professionals who are engaged in the customer experience assurance industry and regularly use the Cyara Platform.

Our certification paths are listed below. To achieve full certification, you must successfully complete the relevant training, as well as the certification assessment for each course on the certification path.



## Platform Essentials | Primary Certification

Certification Path:

- Platform Essentials: Training Course + Certification Assessment

### The Platform Essentials Certification is a prerequisite

that must be achieved before attempting any other Cyara Expert Certifications (CCEs).



## IVR Application Testing

Certification Path:

- Platform Essentials Certification
- IVR Application Testing: Training Course + Certification Assessment



## Performance Testing

Certification Path:

- Platform Essentials Certification
- Performance Testing: Training Course + Certification Assessment



## CX Monitoring

Certification Path:

- Platform Essentials Certification
- CX Monitoring: Training Course + Certification Assessment



## AX Testing

Certification Path:

- Platform Essentials Certification
- Agent Emulation: Training Course + Certification Assessment



## Outbound Testing

Certification Path:

- Platform Essentials Certification
- Outbound Testing: Training Course + Certification Assessment

# Certification Program Details

## Partner Certifications

A separate, technical certification program is available for current and prospective partners. Contact your regional Alliances & Channels Executive for further information on partner-specific accreditation.

## Pricing

Pricing for both the training component and certification assessments for each course can be found in the Course Summary section of this guide.

For customers with a Cyara Platform subscription who wish to purchase any Cyara training course and/or certification for a staff member or team, please contact your Cyara Account Executive or Customer Success Manager.

For individuals without a Cyara Platform subscription, Expert certification pricing can be found [here](#) via our Cyara Learning Management System (LMS).

## Cyara Certification Assessments

Further details on Cyara Certification Assessments can be found [here](#).



## Course Summaries

The following information provides a summary of each course, including course descriptions, target audiences, available delivery mechanisms, and prerequisites (where applicable).

# Platform Essentials

The Platform Essentials course will introduce you to the Cyara Automated CX Assurance Platform and provide you with practical experience in creating Test Cases that incorporate using data scenarios, audio files, Cyara Tags and Blocks, all while adhering to recommended best practices. You'll practice validating and managing Test Cases, as well as tuning Test Case Steps with the Cyara Prompt Analyzer. We will also provide you with a general insight into the Campaign and Reporting features of the platform.

This course provides you with the essential platform skill sets prior to starting any other Cyara Academy courses.

## What you will learn from this course

- How to maximize the capabilities of the Cyara Automated CX Assurance Platform and common use cases
- How to create, validate, tune and manage Cyara Test Cases, including the use of Cyara Prompt Analyzer
- Adherence to Cyara best practices
- Usage of Blocks, Audio files, Tags and Data-Driven scenarios
- How to create and run Campaigns for Functional and Regression testing
- How to view and manage Campaign Reports
- How to access Help & Support via the Cyara Knowledge Center

## Prerequisites

Are there any Cyara Academy prerequisite courses to complete prior to starting this course?

- There are no prerequisites required

**Note:** Completion of this Platform Essentials course is mandatory prior to starting all other Cyara Academy technical courses.

## Who should complete this course?

Technical and non-technical persons interested in understanding the basics of the Cyara Platform.

## How long will it take to complete?

- Live Training: 1 day (6-8 hours)

## Learning Options

- Live Training
- Learn Independently Online



## How much will this course cost?

### Live Training

\$2,190 USD (per session, up to 8 attendees)

### Learn Independently Online

Free with an active Cyara Platform Subscription

### Certification Assessment

\$500 USD (per person)

Contact your Account Executive or Customer Success Manager for regional pricing and access to the online courses. For individuals, visit the certification options on our [Cyara Learning Management System \(LMS\)](#).

# IVR Application Testing

The IVR Application Testing course focuses on using Cyara Velocity to accelerate your CX Development initiatives for both simple and complex IVR applications.

Using the skillsets attained from the Platform Essentials course, you'll learn how to quickly and easily execute a simple IVR Application Test or Regression suite and analyse the results.

For complex IVRs, we will guide you through using the Cyara CX Model UI to either design a new or map an existing IVR Application, then automatically generate the test suites for IVR Application Testing execution and analysis.

You'll also learn how to use the Cyara CX Model as your primary IVR application documentation source, spend time becoming familiar with the test case auto transcription and omnichannel features and how to apply them under various scenarios.

## What you will learn from this course

- IVR application design, mapping/discovery
- Test case regression suite generation from a CX model
- Testing suite execution, reporting and analysis
- Test case auto transcription, omnichannel testing

## Prerequisites

Are there any Cyara Academy prerequisite courses to complete prior to starting this course?

- Platform Essentials

## Who should complete this course?

Technical and non-technical persons interested in understanding how to design and test an IVR platform using Cyara.

## How long will it take to complete?

- Live Training: 1 day (6-8 hours)

## Learning Options

- Live Training
- Learn Independently Online



## How much will this course cost?

### Live Training

\$2,190 USD (per session, up to 8 attendees)

### Learn Independently Online

**Free** with an active Cyara Platform Subscription

### Certification Assessment

\$500 USD (per person)

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# IVR Performance Testing

The IVR Performance Testing course focuses on the core features of Cyara Cruncher. The course covers potential strategies to test a contact center platform, including taking business requirements to formulate the Non-Functional test plan, using best practices to create test cases and run sheets, executing campaigns, and analyzing test results.

## What you will learn from this course

- Understanding different strategies to test a contact center platform
- Planning, creating, and executing Non-Functional Tests using Cyara Cruncher
- Executing, reporting, and analyzing campaigns
- Creating a basic Non-Functional Test Summary report

## Prerequisites

Are there any Cyara Academy prerequisite courses to complete prior to starting this course?

- Platform Essentials

## Who should complete this course?

Technical and non-technical persons interested in understanding how to use Cyara Cruncher for functional/application testing.

## How long will it take to complete?

- Live Training: 1 day (6-8 hours)

## Learning Options

- Live Training
- Learn Independently Online



## How much will this course cost?

### Live Training

\$2,190 USD (per session, up to 8 attendees)

### Learn Independently Online

Free with an active Cyara Platform Subscription

### Certification Assessment

\$500 USD (per person)

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# CX Monitoring Training

The CX Monitoring course looks at the typical roles of a contact center operations team and how, with Cyara, improvements can be identified earlier and applied proactively to achieve enhanced operation and lifecycle management. Learn how to use best practices to proactively monitor production calls and minimize any negative customer experiences. This course also walks through the Dashboard module, including configuration, customization, and masking of sensitive information.

## What you will learn from this course

- Understanding different strategies to proactively monitor a contact center platform
- Planning, creating, and executing campaigns using Cyara Pulse
- Understanding how to set up Pulse campaign schedules
- Understanding how to view and interpret Pulse campaign reports, including creating custom reports
- Configuring and customizing Dashboards

## Prerequisites

Are there any Cyara Academy prerequisite courses to complete prior to starting this course?

- Platform Essentials

## Who should complete this course?

Technical and non-technical persons interested in understanding how to use Cyara Pulse for contact center monitoring.

## How long will it take to complete?

- Live Training: 1 day (6-8 hours)

## Learning Options

- Live Training
- Learn Independently Online



## How much will this course cost?

### Live Training

\$2,190 USD (per session, up to 8 attendees)

### Learn Independently Online

Free with an active Cyara Platform Subscription

### Certification Assessment

\$500 USD (per person)

Contact your Account Executive or Customer Success Manager for regional pricing and access to the online courses. For individuals, visit the certification options on our [Cyara Learning Management System \(LMS\)](#).

# Agent Emulation

The Agent Emulation course focuses on the configuration and use of the Cyara Virtual Agent module in customer-to-agent interactions. Learn how to integrate the Cyara Platform to support contact center platforms, create emulated agents, create data rules and behaviors (i.e., activities the agent performs once they have answered a voice call), and set up and execute Virtual Agent campaigns, reporting, and analysis.

## What you will learn from this course

- Understanding how Cyara Virtual Agent integrates with your platform
- Understanding how to create emulated agents and behaviors
- Using data rules to classify calls
- Executing, reporting, and analyzing campaigns

## Prerequisites

Are there any Cyara Academy prerequisite courses to complete prior to starting this course?

- Platform Essentials
- Design-Driven Assurance

## Who should complete this course?

This course is primarily appropriate for contact center and operations subject matter experts, but is also relevant to any technical resource interested in learning about agent emulation.

## How long will it take to complete?

- Live Training: 1 day (6-8 hours)

## Learning Options

- Live Training
- Learn Independently Online



## How much will this course cost?

### Live Training

\$2,190 USD (per session, up to 8 attendees)

### Learn Independently Online

Free with an active Cyara Platform Subscription

### Certification Assessment

\$500 USD (per person)

Contact your Account Executive or Customer Success Manager for regional pricing and access to the online courses. For individuals, visit the certification options on our [Cyara Learning Management System \(LMS\)](#).

# Outbound Testing

The Outbound Testing course looks at how Cyara can be used to assist companies that engage customers via outbound voice calling campaigns. Learn how to use Cyara to test and tune outbound dialing platforms via test cases that can emulate real-world scenarios. Discover how to measure key compliance metrics (e.g., connection time to agent), to ensure your platform is performing within industry regulations.

## What you will learn from this course

- Creating and validating typical, outbound-specific test cases
- Planning and executing outbound voice campaigns to interact with dialer platforms
- Executing, reporting, and analyzing campaigns
- Testing Voice call-back using Cyara Outbound Voice

## Prerequisites

Are there any Cyara Academy prerequisite courses to complete prior to starting this course?

- Platform Essentials

## Who should complete this course?

This course is primarily appropriate for testing, contact center, and operations subject matter experts, but is also relevant to any technical resource.

## How long will it take to complete?

- Live Training: 1 day (6-8 hours)

## Learning Options

- Live Training
- Learn Independently Online



## How much will this course cost?

### Live Training

\$2,190 USD (per session, up to 8 attendees)

### Learn Independently Online

Free with an active Cyara Platform Subscription

### Certification Assessment

\$500 USD (per person)

Contact your Account Executive or Customer Success Manager for regional pricing and access to the online courses. For individuals, visit the certification options on our [Cyara Learning Management System \(LMS\)](#).

# Voice Quality Testing

The Voice Quality Testing course focuses on the advanced techniques of setting up test cases for unidirectional and bi-directional voice quality testing. Testing using Mean Opinion Scores (MOS) is also covered, along with the setup and use of Cyara's Audio Generation Devices.

## What you will learn from this course

- Testing using MOS
- Planning and testing End-point case creation
- Executing, reporting, and analyzing campaigns
- Installing Audio Generating Device (AGD), and basic AGD configuration, test case creation, and analysis

## Prerequisites

Are there any Cyara Academy prerequisite courses to complete prior to starting this course?

- Platform Essentials

## Who should complete this course?

This course is primarily appropriate for testing, contact center and operations subject matter experts, but is also relevant to any technical resource.

## How long will it take to complete?

- Live Training: 0.5 day (3-4 hours)

## Learning Options

- Live Training



## How much will this course cost?

### Live Training

\$1,095 USD (per session, up to 8 attendees)

Contact your Account Executive or Customer Success Manager for regional pricing.

# Agent Desktop Automation

The Agent Desktop Automation course focuses on the configuration and use of the Cyara Virtual Agent Desktop module, including the integration with a desktop application. This course guides you through basic scripting techniques using the Macro Scheduler application before introducing scripting in conjunction with the Genesys Workspace Desktop Edition application. Learn how to create advanced scripts to mimic real-life agent interactions and workflows.

## What you will learn from this course

- Agent activity scripting using the Macro Scheduler application
- Agent Desktop vs. CTI integrated activities
- Creating custom activities utilizing Parameters, Variables, and Resources
- Utilizing startup, shutdown, and interaction detection scripts
- Setting up and executing agent behavior with Cyara test cases
- Using Cyara Desktop Manager

## Prerequisites

Are there any Cyara Academy prerequisite courses to complete prior to starting this course?

- Platform Essentials
- Agent Emulation

## Who should complete this course?

This course is primarily appropriate for testing, contact center and operations subject matter experts, but is also relevant to any technical resource.

## How long will it take to complete?

- Live Training: 2 days (12-16 hours)

## Learning Options

- Live Training



## How much will this course cost?

### Live Training

\$4,380 USD (per session, up to 8 attendees)

Contact your Account Executive or Customer Success Manager for regional pricing.

# Web Emulation

The Web Emulation course focuses on both the setup and execution of customer side and agent chat solutions for the web channel. Learn how Cyara can emulate a customer, navigate web pages to reach a chat session, and interact with an agent bot or live agent using predetermined scripts. You will also learn to configure an emulated agent to answer the chat request from an emulated customer and test the CX-AX experience.

## What you will learn from this course

- Setting up the Cyara Virtual agent environment for web emulation, including agents behaviors and campaigns
- Understanding web emulation test case prerequisites, including Cascading Style Sheets (CCS) and CCS elements selectors and HTML frames
- Using Custom Functions and Message Resolvers
- Using end-to-end web test case emulation
- Executing, reporting, and analyzing campaigns

## Prerequisites

Are there any Cyara Academy prerequisite courses to complete prior to starting this course?

- Platform Essentials

## Who should complete this course?

This course is primarily appropriate for testing, contact center and operations subject matter experts, but is also relevant to any technical resource.

## How long will it take to complete?

- Live Training: 1 day (6-8 hours)

## Learning Options

- Live Training



## How much will this course cost?

### Live Training

\$2,190 USD (per session, up to 8 attendees)

Contact your Account Executive or Customer Success Manager for regional pricing.

**For more information [click here](#)  
or contact us via email at [ca.admin@cyara.com](mailto:ca.admin@cyara.com).**



## About Cyara

The award-winning Cyara Automated CX Assurance Platform enables companies to deliver better CX with less effort, cost, and risk. Cyara supports the entire CX software development lifecycle, from design to functional and regression testing, load testing, and production monitoring, ensuring enterprises can build flawless customer journeys across voice and digital channels.



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**FOR MORE  
INFORMATION:**

Contact your account executive to learn how we can help you accelerate your CX ahead of customer demands.



Customer Smiles.  
[Delivered at Scale.](#)