

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

CYARA 
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.

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.

Certification Paths



Platform Essentials (Primary Certification)

- Platform Essentials: Training Course + Certification Assessment

The Platform Essentials Certification is a prerequisite that must be achieved before attempting other Cyara Expert Certifications.*

* The ResolveAX and Botium Expert certifications can be completed without completing the Platform Essentials Expert Certification.



IVR Application Testing

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



IVR Performance Testing

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



CX Monitoring

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



Virtual Agent Testing

- Platform Essentials Certification
- Virtual Agent Testing: Training Course + Certification Assessment



Outbound Testing

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



ResolveAX

- ResolveAX: Training Course + Certification Assessment



Botium

- Botium: Training Course Suite + Certification Assessment

Certification Program Details

Partner Certifications

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

Pricing

Pricing for both the training component and certification assessments for each course can be found within the Course Summaries in this guide.

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

For those individuals without a Cyara Platform subscription, Expert certification pricing can be found 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

Are there any Cyara courses to complete prior to attending this course?

- There are no prerequisite courses to complete this course.

Note: Completion of this course is mandatory for all other Cyara technical courses.

Who should attend this course?

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

How long will this course 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

\$2,900 USD (per classroom, for up to 8 attendees)

Learn Independently Online

Free with an active Cyara Platform Subscription

Certification Assessment

\$220 USD (per person)

Contact your Account Executive or Customer Success Manager for regional pricing. For individuals without a Cyara Platform subscription, 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 will learn how to use the Cyara CX Model as your primary IVR application documentation source. You'll also become familiar with the test case auto transcription features and how to use it under various scenarios.

What you will learn from this course

- IVR Application Design and Discovery
- Various approaches to creating Test Cases using the CX Model and Test Case Auto Transcription
- Test Case Suite Generation from a CX Model for IVR Application Testing
- Velocity Campaigns
- Velocity Reporting and Analysis
- Testing Documentation

Are there any Cyara courses to complete prior to attending this course?

- Platform Essentials

Who should attend this course?

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

How long will this course 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

\$2,900 USD (per classroom for up to 8 attendees).

Learn Independently Online

Free with an active Cyara Platform Subscription

Certification Assessment

\$220 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 runsheets, executing campaigns and analyzing test results.

What you will learn from this course

- Understand different strategies to test a contact center platform
- Plan, create, and execute Non Functional Tests using Cyara Cruncher
- View and interpret Cyara Cruncher Portal reports
- Create a basic Non Functional Test Summary report

Are there any Cyara courses to complete prior to attending this course?

- Platform Essentials

Who should attend this course?

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

How long will this course 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

\$2,900 USD (per classroom for up to 8 attendees).

Learn Independently Online

Free with an active Cyara Platform Subscription

Certification Assessment

\$220 USD (per person)

Contact your Account Executive or Customer Success Manager for regional pricing. For individuals without a Cyara Platform subscription, visit the certification options on our [Cyara Learning Management System \(LMS\)](#).

CX Monitoring

The CX Monitoring course looks at the typical roles of a Contact Center Operations team and how, through using Cyara Pulse, improvements can be identified earlier and applied proactively achieving enhanced operation and lifecycle management. Learn how to use best practice 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. Topics covered include: Planning and execution of CX monitoring tests using Cyara Pulse campaigns, including proactive monitoring, production verification testing, reporting and alert notifications. Dashboard configuration and customization.

What you will learn from this course

- Understand different strategies to proactively monitor a Contact Center platform
- Plan, create, and execute campaigns using Cyara Pulse
- Understand how to setup Alarm Notifications and send an alert from a failed Test Case
- Configure and display the (desktop) Dashboard

Are there any Cyara courses to complete prior to attending this course?

- Platform Essentials

Who should attend this course?

Primarily aimed at Contact Center Operations subject matter experts but is also relevant to any technical resource interested in Contact Center monitoring.

How long will this course 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

\$2,900 USD (per classroom for up to 8 attendees).

Learn Independently Online

Free with an active Cyara Platform Subscription

Certification Assessment

\$220 USD (per person)

Contact your Account Executive or Customer Success Manager for regional pricing. For individuals without a Cyara Platform subscription, visit the certification options on our [Cyara Learning Management System \(LMS\)](#).

Virtual Agent Testing

The Virtual Agent Testing course focuses on the configuration and use of the Cyara Virtual Agent module in customer to agent interactions. Learn how to integrate a Cyara Platform to supported contact center platforms, create emulated agents and behaviors (i.e., activities the agent performs once they have answered a voice call), as well as the setup and execution of Virtual Agent campaigns, reporting and analysis.

What you will learn from this course

- Understand how Cyara Virtual Agent integrates with your contact center platform
- Understand how to create agent behaviors and setup emulated agents
- Plan, create and execute campaigns using Cyara Virtual Agent to conduct end-to-end testing
- Analyze results from the Cyara platform reports

Are there any Cyara courses to complete prior to attending this course?

- Platform Essentials

Who should attend this course?

Primarily aimed at Contact Center and Operations subject matter experts, but is also relevant to any technical resource.

How long will this course 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

\$2,900 USD (per classroom for up to 8 attendees).

Learn Independently Online

Free with an active Cyara Platform Subscription

Certification Assessment

\$220 USD (per person)

Contact your Account Executive or Customer Success Manager for regional pricing. For individuals without a Cyara Platform subscription, 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 who 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. Learn 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

- Creation and validation of typical Outbound specific, test cases
- Planning and execution of Outbound voice campaigns to interact with Dialer platforms
- Reporting and analysis of Outbound campaigns
- Voice call back testing using Cyara Outbound Voice

Are there any Cyara courses to complete prior to attending this course?

- Platform Essentials

Who should attend this course?

Primarily aimed at Testing, Contact Center and Operations subject matter experts, but is also relevant to any technical resource.

How long will this course 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

\$2,900 USD (per classroom for up to 8 attendees).

Learn Independently Online

Free with an active Cyara Platform Subscription

Certification Assessment

\$220 USD (per person).

Contact your Account Executive or Customer Success Manager for regional pricing. For individuals without a Cyara Platform subscription, visit the certification options on our [Cyara Learning Management System \(LMS\)](#).

ResolveAX

The ResolveAX course will guide you on how to configure and implement a solution that provides real-time remote agent call monitoring, automatically captured data and actionable guidance delivered to Contact Center agents, managers, IT and operations teams.

What you will learn from this course

Remote Agents will learn how to:

- Proactively alert on issues
- Automate self-help suggestions
- Save time tracking down data about their environment (network, computer, headset etc.)
- Make synthetic calls to identify when connection is healthy again
- Get back to taking calls faster so KPIs can be achieved

Contact Center Managers, Supervisors, Operations and Team Leaders will learn how to:

- Identify agent status, location, environment, calls and voice quality
- Get to root cause faster so agents can be back taking calls ASAP
- Improved agent utilization, average handle time and other key metrics

Contact Center IT teams will learn how to:

- Identify agent workstation CPU, memory, headset, ISP, jitter, packet loss and bandwidth
- Slice & dice data to gain insights about incidents
- Diagnose root cause faster
- Clear tickets faster with lower Mean Time to Repair (MTTR)

Who should attend this course?

Technical and non-technical persons working in the Contact Center industry.

How long will this course 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

\$2,900 USD (per classroom for up to 8 attendees).

Learn Independently Online

Free with an active Cyara Platform Subscription

Certification Assessment

\$220 USD (per person).

Contact your Account Executive or Customer Success Manager for regional pricing. For individuals without a Cyara Platform subscription, visit the certification options on our [Cyara Learning Management System \(LMS\)](#).

Botium

The Cyara Botium training suite will introduce you to chatbots and chatbot testing basics, and Cyara's automated chatbot testing, assurance and monitoring solution. It will provide you with practical experience needed to connect Botium to your chatbot technology, generate test data, perform functional, regression, performance, end-to-end, NLP score and security tests, and setup production monitoring of your chatbot environment.

What you will learn from this course

- Conversational AI components and how they work. Good vs bad chatbots and what users expect. Chatbot testing basics and the benefits of automated testing.
- Botium concepts and terminology, including Botium connectors and test types.
- How to get started, including test data generation, executing regression tests, viewing test results and reporting, as well as dealing with large test sets.
- How to execute end-to-end testing on web, mobile, voice and IVR channels.
- How to train your chatbot using NLP score testing, including using AI training data, static and dynamic data analytics, training data augmentation and improvement validation.
- How to execute performance testing, security testing for common issues such as OWASP top ten and GDPR compliance and scheduling monitoring of production and test chatbots.

Who should attend this course?

Technical and non-technical persons working with chatbot technologies.

How long will this course take to complete?

- Live Training: 4 days / 32 hours

Learning Options

- Live Training
- Learn Independently Online



How much will this course cost?

Live Training

Sold as part of a Botium Fast Start package (per classroom training for up to 8 attendees)..

Learn Independently Online

Free with an active Cyara Botium Fast Start Package.

Certification Assessment

\$220 USD (per person).

Contact your Account Executive or Customer Success Manager for regional pricing. For individuals without a Cyara Platform subscription, Botium certification is currently unavailable.

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

- MOS testing
- End pointing planning and test case creation
- Campaign execution, reporting and analysis
- Audio Generating Device (AGD) installation and basic configuration, test case creation execution and analysis.

Are there any Cyara courses to complete prior to attending this course?

- Platform Essentials

Who should attend this course?

Primarily aimed at Testing, Contact Center and Operations subject matter experts, but is also relevant to any technical resource.

How long will this course take to complete?

- Live Training: 0.5 day / 3-4 hours

Learning Options

- Live Training



How much will this course cost?

Live Training

\$2,900 USD (per classroom for 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. The 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
- Agent behavior setup and execution with Cyara test cases
- Using Cyara Desktop Manager

Are there any Cyara courses to complete prior to attending this course?

- Platform Essentials
- Virtual Agent Testing

Who should attend this course?

Primarily aimed at Testing, Contact Center and Operations subject matter experts, but is also relevant to any technical resource.

How long will this course take to complete?

- Live Training: 2 days / 12-16 hours

Learning Options

- Live Training



How much will this course cost?

Live Training

\$5,220 USD (per classroom for up to 4 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
- Customer web test case creation
- Using Custom Functions and Message Resolvers
- End-to-end web test case emulation
- Web emulation reporting

Are there any Cyara courses to complete prior to attending this course?

- Platform Essentials
- Virtual Agent Testing

Who should attend this course?

Primarily aimed at Testing, Contact Center and Operations subject matter experts, but is also relevant to any technical resource.

How long will this course take to complete?

- Live Training: 1 day / 6-8 hours

Learning Options

- Live Training



How much will this course cost?

Live Training

\$2,900 USD (per classroom for up to 4 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



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 Cyara can help you accelerate your CX ahead of customer demands.



Customer Smiles.
Delivered at Scale.