



Customer Experience Professionals Association™



**CCXP EMPLOYER
AND RECRUITER FAQs**

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1. What is the CCXP designation?

Most recognized and admired professional credential in the customer experience industry. Recognition of high levels of knowledge of, and competency across, the customer experience discipline. Framework for continued professional development to retain the credential, thus demonstrating commitment to continuous improvement.

2. Who awards the CCXP designation?



Learn more about the [Customer Experience Professionals Association](#) and their mission to enhance the growing field of customer experience management.

The Customer Experience Professionals Association (CXPA) created the CCXP program for the field of customer experience. The association brings together like-minded professionals focused on advancing the practice of customer experience management and creating career growth by establishing it as a recognized and admired professional discipline.

3. What are the benefits of hiring and employing an individual with the CCXP designation?

Identifies employees and candidates who possess required expertise for customer experience roles. Demonstrates an organization's commitment to CX excellence. Ensures ongoing professional development of employee(s). Network of like-minded peers for employee(s) to leverage for advice, best practices, and tools.

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4. What should an employer expect from an individual with the CCXP designation?

Lead efforts to improve the organization's customer experience. Be able to establish and operationalize a set of CX practices. Be an evangelist for customer-centricity in the organization. Provide analysis and guidance to executives and peers to design better customer experiences with the organization's products and services. Leverage other CCXPs and CXPA members for advice, best practices, and tools.

5. What does an individual have to do to earn the CCXP designation?

Anyone with a bachelor's degree and a minimum of three years of full-time CX-specific work experience is eligible to take the exam. An alternate pathway to eligibility is a high school diploma (or equivalent) and a minimum of five years of full-time CX-specific work experience. The CX-specific work experience needs to include well-rounded practice and leadership across the six competency areas. More details are available on certification [eligibility](#) including experience and education requirements, plus an alternative pathway.

The certification exams are completed at [designated locations](#) that have monitored test facilities. The content in the 100-question computer-based exam covers the [six competencies](#) that the CXPA has identified as required knowledge for CCXP candidates:

- Customer-Centric Culture
- Voice of the Customer, Customer Insight, and Understanding
- Organizational Adoption and Accountability
- Customer Experience Strategy
- Experience Design, Improvement, and Innovation
- Metrics, Measurement, and ROI

Many candidates spend several weeks and/or months studying before taking the exam.

6. What does it cost for an employee to earn the CCXP designation?



Note: Applications that are not approved for examination will be refunded, less a \$150 application processing fee.

Certification Application and Examination fees are:

- CXPA Member: \$495 (USD)
- Non-Member of the CXPA: \$645 (USD)
- Non-Member including a one-year CXPA membership: \$720 (USD)

Get more information on how a CCXP can help your business.