



Get Certified!

The Certified Customer Experience Professional (CCXP) designation is for practitioners who want to be recognized for their expertise and skills while defining standards and best practices for the industry.



BENEFITS OF BECOMING A CCXP



- Validates credibility and expertise
- Provides a framework for advancement
- Increases marketability
- Demonstrates commitment to continuous improvement

STEPS TO CERTIFICATION



1. Application and acceptance
2. Exam registration and successful completion
3. CCXP credential use and maintenance

ELIGIBILITY



Bachelor's degree plus three years of direct, full-time CX experience, or five years of direct, full-time CX experience if you do not have a bachelor's degree.

EXAM FEES



- \$495 for members.
- \$645 for non-members

PREPARING FOR THE EXAM



Administered at convenient testing sites around the world. CXPA members have access to a variety of resources centered around the six competencies in the exam.

LEARN MORE AT CCXP.ORG