



GENESYS UNIVERSITY

2013 - 2014 CURRICULUM GUIDE

WELCOME TO **GENESYS UNIVERSITY TRAINING**

We're committed to helping you make the most of your Genesys deployment. With a curriculum designed to fit all skill levels and learning types, we have the right offerings to fit your organization's needs throughout the entire Genesys life cycle. Every Genesys University training offering is designed with the following commitments:

Unmatched Expert Knowledge

We create our programs and training content with Genesys Certified experts who have successfully built and implemented Genesys technology and solutions around the world.

Flexibility and Innovation

We build flexibility and innovation into our curriculum to offer a wide range of options to help you learn the way that's best for you.

Continuous Learning

We support learning throughout the application life cycle, from pre-deployment administrative and development training, to new hire, end-user and on-the-job reference training so that your Genesys installation operates at its full potential.

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TRAINING THE WAY YOU WANT IT

Flexible Delivery Options

We want to make sure your training is delivered in the way that best suits your organization's needs. Our flexible training delivery options are outlined below. If you have further questions about which training is right for you or if you would like us to design a custom program for your company, please contact us.

Instructor-led Training — Led by seasoned and knowledgeable instructors, these courses are available at each of our fifteen training centers located around the world. Classrooms are equipped with state-of-the-art workstations installed with Genesys software for an interactive hands-on training experience.

On-site Training — Dedicated on-site training is the cost-effective solution for larger group training. It minimizes travel expenses and time away from the office; the curriculum content and material are the same as in our public training courses. All Genesys University courses can be delivered on-site.

Instructor-led, Virtual Classroom — The same great content, delivered by the same knowledgeable instructors, without the costs of travel and out-of-office time. Hold a dedicated session for your remote teams or join any of our publicly offered courses. Interact, ask questions, and have discussions in the virtual classroom.

Self-paced, On-demand Training — Self-study kits allow you to access a virtual lab environment, the written training manual, structured activities, and one-on-one time with an instructor. They are ideal if you require maximum flexibility in your learning environments. The kits are accessible for 21 days from the day you choose.

Customized Training — Customized training addresses a need that is outside the scope of our standard curriculum. We will carefully assess your training requirements and create a curriculum specifically tailored to your needs. A customized training curriculum package may encompass varying skill levels, job roles, project phases, and/or specific Genesys solutions.

YOUR PATH STARTS HERE

Course Names and Codes

Genesys University courses are identified by a course name as well as course code. Course codes are an abbreviated way for you to conveniently refer to course names and identify course types (e.g. a foundation vs. a deployment course). A course code is comprised of the solution, the version and the course category.



Course Type	Letter Code	Audience	Example
PRODUCT UPDATE	PUP	System Administrator/ Consultants	FWK8-PUP = Framework Product Update
FOUNDATION	FND	All roles	FWK8-FND = Framework 8 Foundation
TECHNICAL OPERATIONS	OPT	Technical Operators	WFM8-OPT = Configuring, Forecasting and Scheduling with Workforce Manager
DEPLOYMENT	DPL	System Administrators/ Consultants, Technical Operators	SIP8-DPL = SIP 8 Deployment
USERS	USE	End users	CCP8-USE = Using Administrator and CC Pluse+ 8 for Real-time Reporting
DEVELOPMENT	DEV	Developers	COMV 8-DEV = Composer 8 for Voice Applications
TROUBLESHOOTING	TS	System Administrators/ Consultants, Technical Operators	CIM8-TS = CIM Platform 8 Troubleshooting
PARTNER PRESALES	PRE	Presales Consultant	CORE8-PRE = Core 8 Application Presales

GETTING ON THE RIGHT PATH

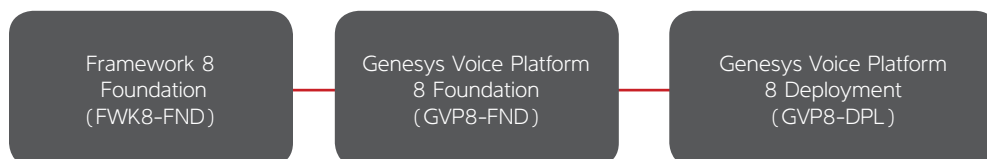
Recommended Audiences and Job Roles

Some of our courses are designed for a broad understanding of features and best practices while others are more targeted and specific to user roles. Genesys University defines the target audience of the courses as follows:

Role	Definition
SYSTEM ADMINISTRATOR / CONSULTANT	System administrators are technical consultants, system administrators, system integrators, technical support specialists, and other technical personnel. Tasks of a system administrator involve the planning, installation, configuration, and maintenance of the Genesys environment.
DEVELOPER	A developer is a specialized technical user of the Genesys environment. Traditional roles of a developer include application designer, application programmer or database administrator. Tasks of the developer involve building applications (routing or self-service), developing custom reports or testing of a Genesys environment.
PARTNER PRESALES / CONSULTANT	A presales consultant is a technical role involved in the sales of a Genesys environment. Traditional roles of a consultant include sales engineer, solution engineer, or architect. Tasks of the presales consultant include planning and scoping a Genesys environment.
USERS	<p>The end user is the person responsible for using the Genesys interface. This end user has a variety of skills and tasks based on the interface in question. Below are examples of sample end users.</p> <ul style="list-style-type: none">• Technical Operator or User: An operator or user is responsible for managing and maintaining a deployed Genesys implementation. Tasks include adding agents and managing groups in Configuration Manager or Administrator.• Supervisor/Manager: A supervisor is responsible for managing and supervising the day-to-day operations of a contact center.• Agent: An agent is an end user of the interface

Training Paths

Our curriculum is designed for users at multiple skill levels and not every course has a defined prerequisite and post-learning path. Throughout this guide we have provided suggested paths based on the curriculum covered and student feedback. If you would like assistance creating a detailed learning plan for your organization, please contact your regional training coordinator.



COURSE SUMMARY DESCRIPTIONS

Customer Interaction Management Platform/Framework

CUSTOMER INTERACTION MANAGEMENT PLATFORM 8 BUSINESS OVERVIEW (CIM8-BOV)

Customer Interaction Management Platform 8.1 Business Overview provides the common set of knowledge and skills required for those going on to the Genesys 8.1 Business Overview series. This course includes the following topics: Introduction to the Customer Interaction Management (CIM) Platform, Genesys routing, and Genesys real-time and historical reporting using CCPulse+ and CCAalyzer. This course is the starting point for the rest of the courses in the Genesys Platform 8.1 Business Overview series.

Prerequisites Working knowledge of a Microsoft Windows Platform

Duration	Instructor Led, In Classroom	1 day
	Instructor Led, Virtual Classroom	6 hours
	On Demand, Self-study	1 week, 1 hour

FRAMEWORK 8 FOUNDATION (FWK8-FND)

Framework 8 Foundation provides an introduction to the technical architecture of the Genesys Framework. You will see demonstrations and have discussions about the role of framework within the Customer Interaction Management Platform and the CTI context. This course includes the following topics: CIM Platform, configuration layer, user interaction layer, management layer, media layer, contact center objects, and interaction flows. Framework 8 Foundation is the starting point for most other courses in the Genesys University curriculum.

Prerequisites Working knowledge of a Microsoft Windows platform
Knowledge of basic telephony concepts

Deliver	Instructor Led, In Classroom	1 day
	Instructor Led, Virtual Classroom	6 hours
	On Demand, Self-study	1 week, 1 hour

FRAMEWORK 8 DEPLOYMENT (FWK8-DPL)

Framework 8 Deployment focuses on the concepts and skills needed to successfully plan, install, configure, and troubleshoot the Genesys Framework. You will perform hands-on activities installing and configuring framework components. This course includes the following topics: deploying the framework layers, logging, licensing, troubleshooting, introduction to high availability, and configuring alarm conditions and reactions.

Prerequisites Framework 8 Foundation (FWK81-FND)
Enterprise-level system installation or integration experience
Familiarity with an enterprise-level database management system

Delivery	Instructor Led, In Classroom	4 days
	Instructor Led, Virtual Classroom	24 hours
	On Demand, Self-study	4 weeks, 4 hours

Course Summary Descriptions

Genesys Inbound Voice

CUSTOMER INTERACTION MANAGEMENT PLATFORM: INBOUND VOICE 8 TECHNICAL OPERATIONS (CIM8-OPT)

Customer Interaction Management Platform: Inbound Voice 8 Technical Operations provides the skills needed to ensure proper daily operations of Genesys CIM Platform after a successful deployment. Real-life examples, case studies, and hands-on activities offer a meaningful way to learn the solution concepts. This course covers the following Genesys interfaces: Genesys Administrator, Genesys Composer, Interaction Routing Designer, Interaction Workspace, and the Genesys Solution Reporting interfaces, including CC Analyzer and CCPulse+.

Prerequisites Working knowledge of a Microsoft Windows platform Knowledge of basic telephony concepts

Delivery	Instructor Led, In Classroom	5 days
	Instructor Led, Virtual Classroom	30 hours
	On Demand, Self-study	5 weeks, 5 hours

GENESYS ROUTING AND SOLUTION REPORTING 8.1 DEPLOYMENT (GRR81-DPL)

Genesys Routing and Solution Reporting 8.1 Deployment provides the skills needed to install and configure Genesys Routing and Solution Reporting 8 components. Using hands-on labs, practice sessions, and demonstrations, you learn about Genesys Routing and Solution Reporting from the system administrator point of view. This course includes the following topics: architecture and interaction flow of Genesys Routing components; installation and configuration of Universal Routing components which include Universal Routing Server (URS), Orchestration Server (ORS), Stat Server, Composer as well as Interaction Routing Designer; how to provision a routing application which will verify deployment; Genesys Routing Solution service availability and load balancing; installation and configuration of Solution Reporting including CCPulse+ and CC Analyzer.

Prerequisites Framework 8.1 Foundation (FWK81-FND)
Framework 8.1 Deployment (FWK81-DPL)

Delivery	Instructor Led, In Classroom	5 days
	Instructor Led, Virtual Classroom	30 hours
	On Demand, Self-study	5 weeks, 5 hours

COMPOSER 8.1 ROUTING APPLICATIONS (COMR8.1-DEV)

Composer 8.1 Routing Applications focuses on the basic skills necessary to develop applications that route voice calls. Using business scenarios and hands-on activities, you will learn to design, create, and test routing applications with Composer. This course includes the following topics: how to use variables to make routing decisions, working with list objects, skills-based routing using the Skill Expression Builder, backend access (databases and Web services), error handling, how to use treatments, and modular application development with sub-workflows.

Note: This course uses Genesys Composer to develop voice routing applications to be used with Universal Routing Server (URS) and Orchestration Server (ORS). It is not a course on native SCXML or ECMA programming. It does not cover the development of Genesys Voice Platform (GVP) applications.

Prerequisites Framework 8 Foundation (FWK81-FND)
Genesys Routing and Solution Reporting 8 Deployment (GRR8-DPL)

Delivery	Instructor Led, In Classroom	4 days
	Instructor Led, Virtual Classroom	24 hours
	On Demand, Self-study	4 weeks, 4 hours

Course Summary Descriptions

COMPOSER 8.1 ROUTING APPLICATIONS FOR IRD USERS (COMR8-DEV-IRD)

Composer 8.1 Routing Applications for IRD Users is a course for experienced Interaction Routing Designer users. It builds on existing knowledge of routing skills and concepts learned in Interaction Routing Designer and focuses on how that translates into Composer to develop routing applications. Using business scenarios and hands-on activities, you will learn to design, create, and test routing applications with Composer.

Note: This course uses Genesys Composer to develop inbound voice routing applications to use with Orchestration Server (ORS). It is not a course on native SCXML or ECMA Script programming. It does not cover the development of Genesys Voice Platform (GVP) applications.

Prerequisites	Framework 8 Foundation (FWK81-FND) Genesys Routing and Solution Reporting 8 Deployment (GRR8-DPL)
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Delivery	Instructor Led, In Classroom	3 days
	Instructor Led, Virtual Classroom	18 hours
	On Demand, Self-study	3 weeks, 3 hours

BUILDING BASIC ROUTING STRATEGIES USING INTERACTION ROUTING DESIGNER (IRD81-DEV)

Building Basic Routing Strategies Using Interaction Routing Designer introduces the basic skills necessary to write strategies that route inbound voice interactions. Using business scenarios and hands-on activities, you will learn to design, create, and test routing strategies with Interaction Routing Designer (IRD) 8.1. This course includes the following topics: architecture, call flows, introduction to IRD, the strategy development cycle, maintaining and deploying strategies, building, testing and troubleshooting strategies that incorporate hours of operation, call data, customer data (database lookups), agent routing, agent group routing, queue routing, interaction data, IVR data, variables, subroutines, virtual queues, basic skills-based routing, routing rules, and treatments.

Prerequisites	Framework 8 Foundation (FWK81-FND)
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Delivery	Instructor Led, In Classroom	4 days
	Instructor Led, Virtual Classroom	24 hours
	On Demand, Self-study	4 weeks, 4 hours

BUILDING ADVANCED ROUTING STRATEGIES USING INTERACTION ROUTING DESIGNER (IRD81-DEV-2)

Building Advanced Routing Strategies Using Interaction Routing Designer provides real-life examples, case studies, and hands-on activities to learn and apply advanced concepts for routing inbound voice interactions. This course includes the following topics: Universal Routing Server (URS) log analysis, URS options, accessing configuration data, advanced use of functions, using macros and external interfaces, using statistics in routing, advanced virtual queue topics, shared agent by service level routing, advanced skills-based routing, service level routing, business priority routing, and using routing data for reporting.

Prerequisites	Building Basic Routing Strategies using Interaction Routing Designer (IRD81-DEV)
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Delivery	Instructor Led, In Classroom	5 days
	Instructor Led, Virtual Classroom	30 hours
	On Demand, Self-study	5 weeks, 5 hours

Course Summary Descriptions

CIM PLATFORM 8.1 TROUBLESHOOTING WORKSHOP (CIM81-TS)

Customer Interaction Management Platform (CIM) 8.1 Troubleshooting Workshop teaches techniques for maintaining and troubleshooting T-Server, Stat Server, Universal Routing Server (URS), and Orchestration Server (ORS)—all major components of Genesys CIM. You will use specialized technical support tools and utilities to analyze application logs and complete hands-on troubleshooting exercises. The course includes sufficient technical content and details on T-Server, Stat Server, URS, and ORS functionality to allow you to understand how these components operate when functioning normally. Armed with this information, you can then attempt to tackle troubleshooting tasks related to these components.

Prerequisites Framework 8 Foundation (FWK81-FND)
Framework 8 Deployment (FWK81-DPL)
Genesys Routing and Solution 8 Reporting Deployment (GRR81-DPL)

Delivery Instructor Led, In Classroom 4 days
Instructor Led, Virtual Classroom 24 hours
On Demand, Self-study 4 weeks, 4 hours

USING INTERACTION WORKSPACE 8.1 FOR SUPERVISORS AND AGENTS (WS81-USE)

Using Interaction Workspace 8.1 for Supervisors and Agents is designed to train contact center agents how to use the features of the Genesys Interaction Workspace application. This desktop application is used for managing the customer service experience for all interaction types.

Prerequisites Working knowledge of a Microsoft Windows platform

Delivery On Demand, Self-study 1.5 hours

INTERACTION WORKSPACE 8.1 DEPLOYMENT (WS81-DPL)

Interaction Workspace 8.1 Deployment introduces the Interaction Workspace 8.1 product and covers installation and deployment of the software. This course also covers basic and limited configuration of Interaction Workspace options in Genesys Administrator. You will carry out an Interaction Workspace deployment including SIP endpoint from beginning to end.

Prerequisites Framework 8 Foundation (FWK81-FND)
Framework 8 Deployment (FWK81-DPL)

Delivery On Demand, Hybrid (elearning and virtual lab) 3 hours elearning/ 1 week lab access

GENESYS ADMINISTRATOR EXTENSIONS 8 USAGE (GAX81-USE)

Genesys Administrator Extensions 8 Update is designed to train contact center business users how to use the features of the Genesys Administrator Extension (GAX) application to update and maintain a Genesys deployment. This application is used for managing user accounts and the operational parameters that define how interactions flow through a contact center in a Genesys environment.

Prerequisites Framework Foundations 8.1
Some basic experience with Genesys Administrator
Working knowledge of a Microsoft Windows platform

Delivery On Demand, Self-study 2 hours

Course Summary Descriptions

Reporting And Analytics

USING CC PULSE+ AND GENESYS ADMINISTRATOR FOR REAL-TIME REPORTING (CCP8-USE)

Using CC Pulse+ and Genesys Administrator for Real-time Reporting introduces the Genesys tools needed to configure, modify, and monitor contact center operations. Using realistic examples and scenarios, you will perform hands-on activities using Administrator and CCPulse+. Topics include creating and modifying agent information in Administrator, navigating and using CC Pulse+, and customizing CC Pulse statistics.

Prerequisites Working knowledge of a Microsoft Windows platform

Delivery	Instructor Led, In Classroom	2 days
	Instructor Led, Virtual Classroom	12 hours
	On Demand, Self-study	2 weeks, 2 hours

ADVANCED REPORTING DESIGN (RAD)

Advanced Reporting Design provides an in-depth look at complex components in Genesys historical reports for inbound voice routing. You will use the Genesys reporting and routing tools to complete activities that demonstrate how to utilize advanced features in your historical reports. This course includes the following topics: Stat Server status and action model, Stat Server statistical model, agent and agent group reporting, virtual agent group reporting, virtual queue reporting, and modifying reports for use with multiple layouts.

Prerequisites Framework 8 Foundation (FWK81-FND)
Using CC Pulse and Administrator for Real-Time Reporting (CCP8-USE)

Delivery Instructor Led, In Classroom 4 days

USING ADVISORS SUITE 8.1 (ADV81-USE)

Using Advisors Suite 8.1 provides an overview of the application, including introductions to Contact Center Advisor, Alert Management, Frontline Advisor, and Workforce Advisor; along with instructions on navigating the suite and viewing data.

Prerequisites None

Delivery On Demand, Self-study 4 hours

ADVISORS 8.1 TECHNICAL OPERATIONS (ADV81-OPT)

Advisors 8 Technical Operations provides the technical students with an awareness of the tasks and process for system administration.

Prerequisites None

Delivery On Demand, Self-study 4 hours

Course Summary Descriptions

USING GENESYS INTERACTIVE INSIGHTS 8 (GI8-USE)

Using Genesys Interactive Insights 8 introduces the functionality of Interactive Insights 8 from the business user's perspective. Hear lectures, see demonstrations, and have hands-on interactions with Interactive Insights 8. This course includes the following topics: performance management and Business Intelligence, Business Objects Enterprise, Business Object Enterprise Java InfoView, the Genesys Interactive Insights 8 universe, standard out-of-the-box reports, report generation, user views and preferences, report structure and functionality, and custom ad-hoc report basics. Using Genesys Interactive Insights 8 is the foundation for more advanced insights reporting curriculum.

Prerequisites Knowledge of basic telephony and reporting and analytics concepts.
Working knowledge of a Microsoft Windows platform

Delivery On Demand, eLearning 1 hour

GENESYS INTERACTIVE INSIGHTS 8 FOR REPORT DEVELOPERS (GI8-DEV)

Genesys Interactive Insights 8 for Report Developers provides an in-depth look at working with the out-of-the-box reports and creating customized reports from data stored in Genesys Info Mart and viewed on the Business Objects Enterprise XI 3.1 presentation platform. You will review the Info Mart star schema, the Interactive Insights Universe and SQL queries as a part of understanding the relationship of the aggregated data structure and designing their reports. You will review the Info Mart architecture and data flow, the Reporting & Analytics Aggregation (RAA) tables, and discuss dimensions, measures and aggregation tables. This course focuses on the report developer needing to develop reporting skills and some basic Business Objects Enterprise administrative tasks.

Prerequisites Framework 8.1 Foundation (FWK81-FND), Framework 8.1 Deployment (FWK81-DPL), Genesys Routing and Solution 8 Reporting Deployment (GRR81-DPL), Operating Outbound 8 Campaign Configuration and Management (OCC81-USE), eServices 8 Foundations (ESV81-FND), Building Basic Routing Strategies in IRD (IRD8-DEV-1), Knowledge of telephony reporting concepts, network design and operation, data base design and SQL scripts

Delivery Instructor Led, In Classroom 3 days
Instructor Led, Virtual Classroom 18 hours
On Demand, Self-study 3 weeks, 3 hours

GENESYS INFO MART 8.1 REPORT DEVELOPMENT (INF81-DEV)

Genesys Info Mart 8.1 Report Development provides an in-depth look at creating customized reports from data stored in Genesys Info Mart. You will analyze the Info Mart star schema and construct SQL views and queries as a part of exploring the data structure and designing reports. This course includes the following topics: Info Mart architecture, Info Mart star schema, fact and dimension tables, basic contact center measures, agent measures, utilizing user data, advanced metrics, aggregated data, and call analysis.

Prerequisites Basic Genesys knowledge, especially regarding routing, Genesys Voice Platform and eServices.
Understanding the use of SQL to write queries for reporting

Delivery Instructor Led, In Classroom 2 days
Instructor Led, Virtual Classroom 12 hours
On Demand, Self-study 2 weeks, 2 hours

Course Summary Descriptions

GENESYS INFO MART 8.1 REPORT DEPLOYMENT (INF81-DPL)

Genesys Info Mart Deployment 8.1 Report Deployment covers the purpose, architecture, deployment models, configuration, data flows, and basic usage of Genesys ICON and Genesys Info Mart. Lesson contents are reinforced with learning checks, instructor demonstrations and hands-on lab exercises.

Prerequisites	Framework 8.1 Foundation (FWK81-FND) Framework 8.1 Deployment (FWK81-DPL) Genesys Routing and Solution 8 Reporting Deployment (GRR81-DPL) Recommended: Course assumes knowledge of telephony reporting concepts, network design and operation, data base design and SQL scripts
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Delivery	Instructor Led, In Classroom	3 days
	Instructor Led, Virtual Classroom	18 hours
	On Demand, Self-study	3 weeks, 3 hours

Application Development

GENESYS SDK 8 WORKSHOP FOR DEVELOPERS (SDK8-DEV)

Genesys SDK 8 Workshop for Developers is an introduction to the main capabilities of the Platform and Interaction SDK suites that are included in the Genesys Universal SDK. The workshop is presented through lecture and hands-on activities using real-life examples to learn best practices for using the Genesys SDKs. Practice examples illustrate various programming approaches for integrations and application development. Instruction will cover the following Universal SDK components:

- Interaction SDK .NET Toolkit
- Interaction SDK for Java
- Interaction SDK for Services (including Agent, Open Media, Statistics, Configuration)
- Genesys Integration Server (provides Services integration for Genesys SDKs)
- Platform SDK (Voice, Statistics, Configuration, Open Media)
- Genesys Application Blocks (production-ready code)

Prerequisites	Framework 8 Foundation (FWK8-FND) Framework 8 Deployment (FWK8-DPL) Java or .NET development skill is recommended Basic Genesys routing and reporting knowledge Familiarity with XML and XPath Familiarity with the HTTP client-server model
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Delivery	Instructor Led, In Classroom	5 days
	Instructor Led, Virtual Classroom	30 hours

Course Summary Descriptions

Genesys IP Contact Center Solutions

GENESYS SIP 8.1 BUSINESS OVERVIEW

Genesys SIP 8.1 Business Overview provides a non-technical business perspective of Genesys SIP. The course covers descriptions of SIP enabling technologies, VoIP and the business benefits of using the Genesys SIP solution. You will view examples of interactions using SIP technology, SIP softphone interfaces and Genesys Interaction Workspace. Business benefits include virtualization, adding flexibility to the Contact Center, Genesys SIP Voicemail and more. Use case scenarios are presented for discussion on leveraging SIP technology for improving the customer service experience.

Prerequisites Genesys Customer Interaction Management Platform 8.1 Business Overview (CIM81-BOV)

Delivery

Instructor Led, In Classroom	0.5 day
Instructor Led, Virtual Classroom	3 hours
On Demand, Self-study	2 days

GENESYS SIP SERVER 8.1 FOUNDATION (SIP81-FND)

Genesys SIP Server 8.1 Foundation is the starting point for all other Genesys SIP Server courses in the Genesys University curriculum. It covers IP Telephony, SIP protocol, and SIP Servers. The content is reinforced with learning checks, instructor demonstrations, and hands-on lab exercises. This course is also recommended to anyone interested in the Genesys Voice Platform courses.

Prerequisites Framework 8 Foundation (FWK8-FND)
Basic understanding of IP Telephony and SIP Protocol

Delivery

Instructor Led, In Classroom	1 day
Instructor Led, Virtual Classroom	6.5 hours

GENESYS SIP SERVER 8.1 DEPLOYMENT (SIP81-DPL)

Genesys SIP Server 8.1 Deployment covers the purpose, architecture, deployment models, configuration, call flows, and basic usage of Genesys SIP Server and Genesys Media Server. Lesson content is reinforced with learning checks, instructor demonstrations, and hands-on lab exercises.

Prerequisites Framework 8 Deployment (FWK8-DPL)
Genesys Routing and Solution 8 Reporting Deployment (GRR81-DPL) or Building Basic Routing Strategies with IRD 8 (IRD8-DEV)
Familiarity with VOIP and SIP concepts, can be acquired by attending Genesys SIP Server 8.1 Foundation (SIP81-FND)

Delivery

Instructor Led, In Classroom	4 days
On Demand, Self-study	4 weeks, 4 days

Course Summary Descriptions

GENESYS SIP SERVER 8.1 TROUBLESHOOTING WORKSHOP (SIP81-TS)

Genesys SIP Server 8.1 Troubleshooting Workshop teaches techniques for maintaining and troubleshooting SIP Server, Media Server, and Resource Manager—all major components of Genesys SIP Solution. You will use specialized technical support tools and utilities to analyze application logs and complete hands-on troubleshooting exercises. The course includes sufficient technical content and details on SIP Server, Media Server, and Resource Manager functionality to allow you to understand how these components operate when functioning normally. Armed with this information, you can then attempt to tackle troubleshooting tasks related to these components when problems arise.

Prerequisites	Framework 8 Foundation (FWK8-FND) Framework 8 Deployment (FWK8-DPL) Genesys Routing and Solution 8 Reporting Deployment (GRR81-DPL) Genesys SIP Server 8.1 Deployment (SIP81-DPL) Customer Interaction Management Platform 8.1 Troubleshooting Workshop (CIM81-TS)
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Delivery	Instructor Led, In Classroom	1 day
	Instructor Led, Virtual Classroom	6 hours

Genesys Workforce Management

GENESYS WORKFORCE MANAGER 8 BUSINESS OVERVIEW (WFM8-BOV)

Genesys Workforce Manager 8 Overview provides business managers, project managers, and the general business audience an understanding and overview of the benefits and features of the Workforce Manager software application. At the end of this course, you will be able to actively participant in deployment discussions for the Workforce Management product.

Prerequisites	Working knowledge of a Microsoft Windows platform Experience with supervising or managing in a contact center
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Delivery	Instructor Led, Virtual Classroom	4 hours
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CONFIGURING, FORECASTING, AND SCHEDULING WITH WORKFORCE MANAGER 8.1 (WFM81-OPT)

Configuring, Forecasting, and Scheduling with Workforce Manager 8.1 focuses on the concepts and skills needed to use Genesys Workforce Manager (WFM) to forecast workload and workforce, schedule agents, and monitor adherence to forecasts and schedules. You will configure a variety of contact center examples to gain knowledge of Workforce Manager's capabilities. The course includes the following topics: contact center rules, contracts, shift definitions, forecasting, scheduling, monitoring adherence and performance, and using the Web interface as a supervisor or agent.

Prerequisites	Working knowledge of a Microsoft Windows platform Basic telephony concepts Experience with supervising or managing in a contact center
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Delivery	Instructor Led, In Classroom	5 days
	Instructor Led, Virtual Classroom	30 hours
	On Demand, Self-study	5 weeks, 5 hours

Course Summary Descriptions

USING WORKFORCE MANAGER WEB FOR SUPERVISORS 8.1 (WFM81-USE-SP)

Using Workforce Manager Web for Supervisors 8.1 focuses on the concepts and skills needed to use Genesys Workforce Manager Web for Supervisors (WFM Web) to modify agent schedules, approve or decline schedule trades, monitor adherence to forecasts and schedules, monitor contact center performance, and create reports.

Prerequisites Working knowledge of a Microsoft Windows platform

Delivery On Demand, Self-study 1 hour

USING WORKFORCE MANAGER WEB FOR AGENTS 8.1 (WFM81-USE-AG)

Using Workforce Manager Web for Agents 8.1 is a self-paced, online course. It is designed to train contact center agents how to use the agent features of Genesys Workforce Manager.

Prerequisites Working knowledge of a Microsoft Windows platform

Delivery On Demand, Self-study 1 hour

eServices

GENESYS ESERVICES AND SOCIAL ENGAGEMENT 8.1 BUSINESS OVERVIEW (ESV81-BOV)

Genesys eServices and Social Engagement 8.1 Business Overview is a non-technical business perspective of Genesys eServices and Social Engagement. The course covers the non-voice transactions, components, core functionalities, media types, and business processes in addition to best practices and business use cases of Genesys eServices in action.

Prerequisites Genesys Customer Interaction Management Platform 8.1 Business Overview (CIM81-BOV)

Delivery

Instructor Led, In Classroom	0.5 day
Instructor Led, Virtual Classroom	3 hours
On Demand, Self-study	2 days

Course Summary Descriptions

ESERVICES 8.1 FOUNDATION (ESV81-FND)

eServices 8.1 Foundation covers eServices architecture, important concepts, and terminology required before enrolling in the eServices 8.1 Development course and/or the eServices 8.1 Deployment course. The course content is relevant to all eServices channels: email, chat, social media (Facebook and Twitter), Web callback, and SMS.

- Prerequisites** Courses required - completion of one of the following:
- Genesys Routing and Solution Reporting 8 Deployment (GRR81-DPL)
 - Routing and Reporting Installation and Configuration (RRI 7)
 - Building Basic Routing Strategies Using IRD 8.1 (IRD81-DEV)
- Knowledge required:
- Familiarity with Genesys Framework
 - Understanding of Inbound Voice architecture (including IRD interface and Universal Routing, but not ORS platform)

Delivery	Instructor Led, In Classroom	2 days
	Instructor Led, Virtual Classroom	12 hours
	On Demand, Self-study	2 weeks, 2 hours

ESERVICES 8.1 DEVELOPMENT (ESV81-DEV)

eServices 8.1 Development provides the knowledge and skills required for using IRD to design, create, and test business processes and strategies to process email, chat, SMS, and Web callback interactions.

- Prerequisites** Courses required:
- eServices 8 Foundations (ESV8-FND)
 - Building Basic Routing Strategies 8 (IRD8-DEV-1)
- Knowledge and skills required:
- Familiarity with Genesys Framework
 - Understanding of Inbound Voice architecture (including IRD interface and Universal Routing, but not ORS platform)
 - Understanding of the eServices solution and its architecture
 - Ability to use eServices-related functions and features within IRD
 - Ability to identify and explain components in a business process (IRD)
 - Ability to run a business process (IRD) to process interactions
 - Ability to describe and use Genesys Resource Capacity Planning
 - Ability to explain interaction flow models and the eServices protocols

Delivery	Instructor Led, In Classroom	3 days
	Instructor Led, Virtual Classroom	18 hours
	On Demand, Self-study	3 weeks, 3 hours

Course Summary Descriptions

ESERVICES 8.1 DEPLOYMENT (ESV81-DPL)

eServices 8.1 Deployment provides hands-on activities to install, configure, test, and troubleshoot an eServices deployment on the Windows platform. These hands-on deployment activities are related to the core components required by all channels as well as channel-specific components and configuration for: email, chat, social media (Facebook and Twitter), SMS, and Web callback.

Note that not all media types will be used for testing and troubleshooting.

Prerequisites

Courses required – completion of the following:

- eServices 8 Foundations (ESV81-FND)
- Genesys Routing and Solution Reporting 8 Deployment (GRR81-DPL)

Knowledge and skills required:

- Understanding and experience deploying Genesys Framework
- Understanding and experience deploying Universal Routing Server (URS) and Interaction Routing Designer (IRD), but not the ORS Platform
- Understanding of the eServices solution and its architecture
- Ability to use eServices-related functions and features within IRD
- Ability to identify and explain components in a business process (IRD)
- Ability to run a business process (IRD) to process interactions
- Ability to describe and use Genesys Resource Capacity Planning
- Ability to explain interaction flow models and the eServices protocols

Delivery

Instructor Led, In Classroom	3 days
Instructor Led, Virtual Classroom	18 hours
On Demand, Self-study	3 weeks, 3 hours

intelligent Workload Distribution

GENESYS INTELLIGENT WORKLOAD DISTRIBUTION 8.1 BUSINESS OVERVIEW (IWD81-BOV)

Genesys intelligent Workload Distribution 8.1 Business Overview focuses on the non-technical business perspective of Genesys iWD. The course covers using iWD to address the customer service experience gap, iWD Interaction Server, iWD Capture Points, performance metrics framework, best practices and use cases.

Prerequisites

Genesys Customer Interaction Management Platform 8.1 Business Overview (CIM81-BOV)

Delivery

Instructor Led, In Classroom	0.5 day
Instructor Led, Virtual Classroom	3 hours
On Demand, Self-study	2 days

Course Summary Descriptions

GENESYS IWD 8 BUSINESS OPERATIONS (IWD8-USE)

Genesys iWD intelligent Workload Distribution 8 Business Operations teaches how to perform business tasks within iWD Manager with a focus on writing business rules and using the Global Task List.

Prerequisites None

Delivery	Instructor Led, In Classroom	2 days
	Instructor Led, Virtual Classroom	12 hours
	On Demand, Self-study	1 week, 1 hour

GENESYS IWD 8 DEPLOYMENT (IWD8-DPL)

Genesys iWD 8 Deployment provides hands-on activities installing, configuring and testing iWD. This course is intended for technical roles such as system administrators as well as those functioning in an architect or designer role.

Prerequisites Framework 8 Foundation (FWK8-FND)
Framework 8 Deployment (FWK8-DPL)
Genesys Routing and Solution Reporting 8.1 Deployment (GRR81-DPL)

Delivery	Instructor Led, In Classroom	5 days
	Instructor Led, Virtual Classroom	30 hours
	On Demand, Self-study	5 weeks, 5 hours

Genesys Conversation Manager

GENESYS RULES SYSTEM 8.1 DEPLOYMENT (GRS81-DPL)

Genesys Rules System 8.1 Deployment provides hands-on activities installing, configuring, testing and troubleshooting a Genesys Rules System deployment on a Windows platform. Explore rule templates in Composer, create new rules using the Rules Authoring tool, and test them.

The Genesys Rules System is part of Conversation Manager 8.1, iWD 8.1, and Genesys Proactive Engagement.

Prerequisites Courses required - completion of one of the following:

- Framework 8 Deployment (FWK8-DPL)
- Genesys Routing and Solution Reporting 8.1 Deployment (GRR81-DPL) or Genesys Routing and Solution Reporting 8 Deployment (GRR81-DPL) or Inbound Voice Routing 8 Application Development using Composer (COMR8-DEV) or Composer 8 for Voice Applications (COMV8-DEV)

Knowledge required:

- Working knowledge of a Microsoft Windows platform
- Knowledge of basic telephony concepts

Delivery	Instructor Led, In Classroom	3 days
	Instructor Led, Virtual Classroom	18 hours
	On Demand, Self-study	3 weeks, 3 hours

Course Summary Descriptions

GENESYS CONTEXT SERVICES 8.1 TECHNICAL OPERATIONS (CSR81-OPT)

Genesys Context Services 8.1 Technical Operations provides the skills needed to configure and test Genesys Context Services. Using hands-on labs and demonstrations, you will learn how to activate the Context Services features and what kind of data can be stored in the UCS database. You will send HTTP requests to the RESTful API and explore the creation of new contacts, services, states, and tasks.

Context Services is a group of additional capabilities that the Universal Contact Server provides and is part of the Conversation Manager 8.1 solution.

Prerequisites	Courses required - completion of one of the following: <ul style="list-style-type: none">• Framework 8 Deployment (FWK8-DPL)• Genesys Routing and Solution Reporting 8.1 Deployment (GRR81-DPL) or Inbound Voice Routing and Solution Reporting 8 Deployment (IRR8-DPL) or Inbound Voice Routing 8 Application Development using Composer (COMR8-DEV) or Composer 8 for Voice Applications (COMV8-DEV) Knowledge required: <ul style="list-style-type: none">• Familiarity with Genesys Administrator
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Delivery	Instructor Led, In Classroom	1 day
	Instructor Led, Virtual Classroom	6 hours
	On Demand, Self-study	1 week, 1 hour

Genesys Outbound Voice

OUTBOUND CONTACT 8.1 BUSINESS OVERVIEW

Outbound Contact 8.1 Business Overview is a non-technical business perspective of Genesys Outbound Voice and Proactive Contact. The course covers non-voice transactions, components, core functionalities, media types, and business processes used to create Genesys Outbound Campaigns. It also provides best practices and business use cases of Genesys Outbound in action. Proactive Contact using Genesys Voice Platform (GVP) and best practices for Outbound Collections are included in this course.

Prerequisites	Genesys Customer Interaction Management Platform 8.1 Business Overview (CIM81-BOV)
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Delivery	Instructor Led, In Classroom	0.5 day
	Instructor Led, Virtual Classroom	3 hours
	On Demand, Self-study	2 days

Course Summary Descriptions

OUTBOUND CONTACT 8.1 FOUNDATION (OCC81-FND)

Outbound Contact 8.1 Foundation provides a high-level technical and functional understanding of Outbound Contact solution. Learn about the Outbound Contact solution through lecture, hands-on exercises, and demonstrations. This course includes the following topics: introducing Genesys Outbound Contact solution architecture; outbound campaign essentials, which includes understanding how to provision and monitor campaigns using Genesys Administrator; examining Proactive Contact; and Outbound Contact deployment considerations. Outbound 8.1 Contact Foundation is the starting point for all other Outbound Contact solution 8 courses in the Genesys University Curriculum.

Prerequisites Framework 8 Foundation (FWK8-FND)
Familiarity with Genesys Framework

Delivery

Instructor Led, In Classroom	1 day
Instructor Led, Virtual Classroom	6 hours
On Demand, Self-study	1 week, 1 hour

OUTBOUND CONTACT 8.1 TECHNICAL OPERATIONS (OCC81-OPT)

Outbound Contact 8.1 Technical Operations introduces the Genesys Outbound Contact Solution tools needed to create, run, and monitor Outbound Campaigns in the contact center. Using realistic examples and scenarios, you will learn to manage campaigns and calling lists in Genesys Administrator. This course includes the following topics: Configuring Outbound Campaign Objects; Managing Calling Lists including Do Not Call; Managing Campaigns; and Monitoring Campaign Results.

Prerequisites Outbound Contact Foundation (OCC81-FND)
Familiarity with Genesys Framework and Genesys Outbound Contact

Delivery

Instructor Led, In Classroom	2 days
Instructor Led, Virtual Classroom	12 hours
On Demand, Self-study	2 weeks, 2 hours

OUTBOUND CONTACT 8.1 DEPLOYMENT (OCC81-DPL)

Outbound Contact 8.1 Deployment focuses on the concepts and skills needed to install, configure, and perform basic troubleshooting of the Genesys Outbound Contact solution. Using hands-on labs and demonstrations, you will learn to install and configure the Outbound Contact solution. This course includes the following topics: installation and configuration of Outbound Contact Server; trace the outbound interaction; call progress detection; Outbound and the Genesys Media Server; advanced treatments and basic troubleshooting.

Prerequisites Framework 8 Deployment (FWK8-DPL)
Outbound Contact 8 Technical Operations (OCC8-OPT)
Familiarity with Genesys Framework and Genesys Outbound Contact

Delivery

Instructor Led, In Classroom	2 days
Instructor Led, Virtual Classroom	12 hours
On Demand, Self-study	2 weeks, 2 hours

Course Summary Descriptions

Self-Service

GENESYS VOICE PLATFORM 8.1 BUSINESS OVERVIEW (GVP81-BOV)

Genesys Voice Platform 8.1 Business Overview provides the business perspective and functional understanding of Genesys Voice Platform (GVP). Learn about GVP business implementations through lecture, discussion and demonstrations. This course includes the following topics: GVP Solution Overview, GVP components and functional description, the business impact of GVP SIP integration. This course introduces you to automated voice interactions and Intelligent Customer Front Door™ (iCFD) business concepts. This course is part of the Genesys Business Overview series.

Prerequisites Genesys Customer Interaction Management Platform 8.1 Business Overview (CIM81-BOV)

Delivery	Instructor Led, In Classroom	0.5 day
	Instructor Led, Virtual Classroom	3 hours
	On Demand, Self-study	2 days

GENESYS VOICE PLATFORM 8.1 FOUNDATION (GVP81-FND)

Genesys Voice Platform 8.1 Foundation provides a high-level technical and functional understanding of the architecture of the Genesys Voice Platform (GVP). Learn about GVP through lecture, discussion, and demonstrations. This course includes the following topics: GVP solution overview, GVP architecture overview, GVP components and functional description, GVP integration with SIP Server and Genesys routing. Genesys Voice Platform Overview is the starting point for all other Genesys Voice Platform 8 courses in the Genesys University curriculum.

Prerequisites Framework 8 Foundation (FWK8-FND)

Delivery	Instructor Led, In Classroom	1 day
	Instructor Led, Virtual Classroom	6.5 hours
	On Demand, Self-study	1 week, 1 hour

GENESYS VOICE PLATFORM 8.1 DEPLOYMENT (GVP8-DPL)

Genesys Voice Platform 8.1 Deployment provides the skills needed to plan, install, and configure the Genesys Voice Platform (GVP). Using hands-on labs and demonstrations, you will learn to install and configure GVP components. You will also learn about integration with the Genesys Framework and SIP Server. This course includes the following topics: deployment planning; installation best practices; overview of supported third-party software; GVP components installation and configuration; CTI integration; basic logging and troubleshooting; introduction to Composer Voice. This course does not address ACD/PBX or Media Gateway configurations, nor does it provide in-depth SIP Server training. Extensive SIP Server training is provided in dedicated Genesys SIP Server courses.

Note: This course uses GVP software version 8; it is NOT applicable for students using GVP or VoiceGenie version 7.

Prerequisites Genesys Voice Platform 8.1 Foundation (GVP81-FND)
Framework 8 Deployment (FWK8-DPL)

Delivery	Instructor Led, In Classroom	3 days
	Instructor Led, Virtual Classroom	20 hours
	On Demand, Self-study	3 weeks, 3 hours

Course Summary Descriptions

COMPOSER 8 FOR VOICE APPLICATIONS (COMV8-DEV)

Composer 8 for Voice Applications focuses on developing, testing, and deploying VoiceXML and CCXML applications using Composer. Hands-on practice topics include: design and develop applications using Composer, test and debug applications, database integration, use and develop sub-call flows, set and use session variables, write and use grammars, and integrate a GVP application into Genesys Framework. The majority of class time is spent developing and testing VoiceXML and CCXML applications created with Genesys Composer.

Note: This course uses Composer to develop VoiceXML applications. It is not a course on native VoiceXML programming. It does not cover the development of routing strategies.

Prerequisites Genesys Voice Platform 8.1 Foundation (GVP8-FND)

Delivery Instructor Led, In Classroom 4 days

GVP 8.1 TROUBLESHOOTING (GVP81-TS)

GVP 8.1 Troubleshooting focuses on concepts and skills needed to troubleshoot the Genesys Voice Platform (versions 8.x). You will learn how to analyze GVP application logs and complete hands-on troubleshooting exercises. This course includes the following topics: how to analyze GVP component process logs; solve common GVP issues, third-party recording and call progress analysis troubleshooting, hierarchical multi-tenant and multi-site GVP deployments. Working knowledge of the GVP server components, such as Resource Manager, Reporting Server and Media Control Platform in a production environment is strongly recommended to get the maximum benefit from the workshop content.

Prerequisites Genesys Voice Platform 8 Foundation (GVP8-FND)
Genesys Voice Platform 8 Deployment (GVP8-DPL)

Delivery Instructor Led, In Classroom 3 days

Virtual Hold Technology (VHT)

VIRTUAL HOLD ESSENTIALS (VHE)

Virtual Hold Essentials introduces the Virtual Hold products, virtual queuing concepts, and the basic operations of Eye Queue – Virtual Hold’s user interface.

Prerequisites None

Delivery Instructor Led, In Classroom 2 hours
Instructor Led, Virtual Classroom 2 hours

Course Summary Descriptions

VIRTUAL HOLD ADMINISTRATION (VHA)

Virtual Hold Administration introduces the Virtual Hold products, virtual queuing and estimated wait time concepts, with an in-depth look at the operations and features of Eye Queue – Virtual Hold’s user interface.

Prerequisites Virtual Hold Essentials (VHE)
Strong understanding of call center and telephony concepts and terms; basic understanding of servers, databases, and networking
Familiarity with programming concepts and technologies
Understanding of network design and operation, Genesys Framework, GVP and URS

Delivery Instructor Led, In Classroom 1 day
Instructor Led, Virtual Classroom 6 hours

VIRTUAL HOLD MAINTENANCE (VHM)

Virtual Hold Maintenance offers the technical perspective needed to maintain the Virtual Hold solution and diagnose technical issues by providing an in-depth look at Virtual Hold’s system-level settings, architecture, logs, and configuration/historical data bases.

Prerequisites Virtual Hold Essentials (VHE)
Strong understanding of call center and telephony concepts and terms; basic understanding of servers, databases, and networking
Familiarity with programming concepts and technologies
Understanding of network design and operation, Genesys Framework, GVP and URS

Delivery Instructor Led, In Classroom 1 day
Instructor Led, Virtual Classroom 6 hours

VIRTUAL HOLD INSTALLATION AND CONFIGURATION (VHI)

Virtual Hold Installation and Configuration provides training for administering the Virtual Hold system, including installation, integration, configuration, and troubleshooting of the Virtual Hold application in a Genesys environment.

Prerequisites Virtual Hold Essentials (VHE)
Virtual Hold Administration (VHA)
Virtual Hold Maintenance (VHM)

Delivery Instructor Led, In Classroom 3 days
Instructor Led, Virtual Classroom 18 hours

Customized Training

Customers requiring training may find it more effective to have customized classes taught on-site. We can modify course content to focus curriculum on your specific interests. Genesys University offers the capability for instructors to teach at a customer facility or in the virtual classroom for your remote user groups. The curriculum and environment can be customized to meet specific customer needs.

What can be customized?

There are several ways of adjusting our course offerings to your needs, either by tailoring the content, delivering the course at a time and place that suits you, or both, as outlined below.

- 1. Training Content:** Genesys can add or remove chapters from courses, or create new material for entirely customized courses for your implementation.
- 2. Training Environment:** Genesys can use customer-specific sample data (e.g. agent & agent group names) during the training, or completely customized configurations (e.g. customer reports or routing strategies).
- 3. Training Location:** Genesys can teach at your facility, using your equipment in a remote lab environment, or the Genesys mobile classroom. The mobile classroom allows any room (e.g. meeting rooms or hotels) to be transformed into a technical classroom. We also have fifteen dedicated classrooms located around the world that can be used for your dedicated custom training.
- 4. Training Dates:** Custom training can be scheduled for dates that fit around your implementation cycle.

When should I consider customized instead of standard training?

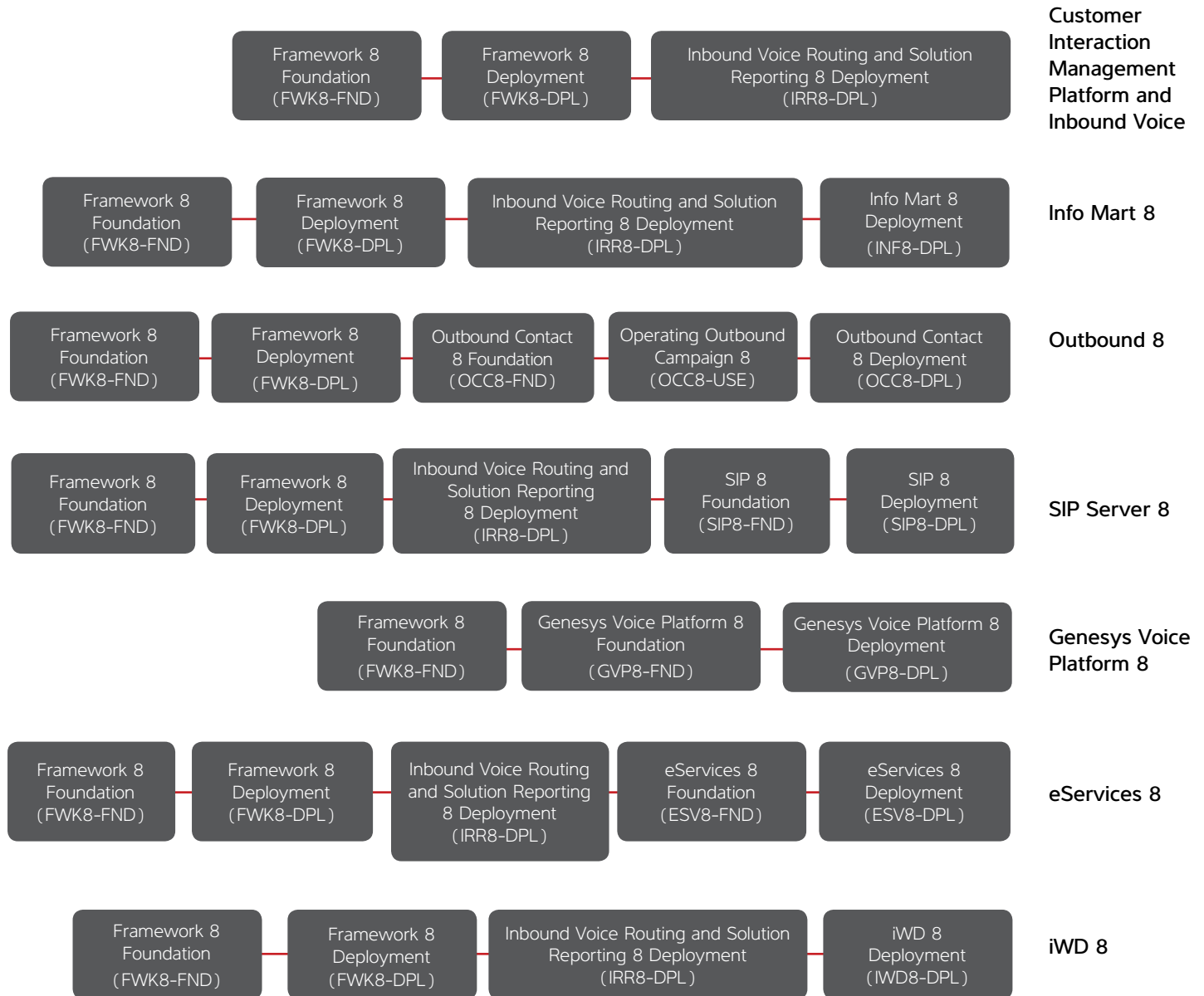
- Training is needed immediately or around certain project deadlines that do not fit in with the schedule of standard public Genesys University courses.
- Important topics for your implementation are not covered in the standard courses.
- Too many topics are covered in the standard courses, so customized training may save time.
- Larger student groups of six or more may make an on-site training delivery more cost-effective by saving travel expenses.

How does Genesys University customize training?



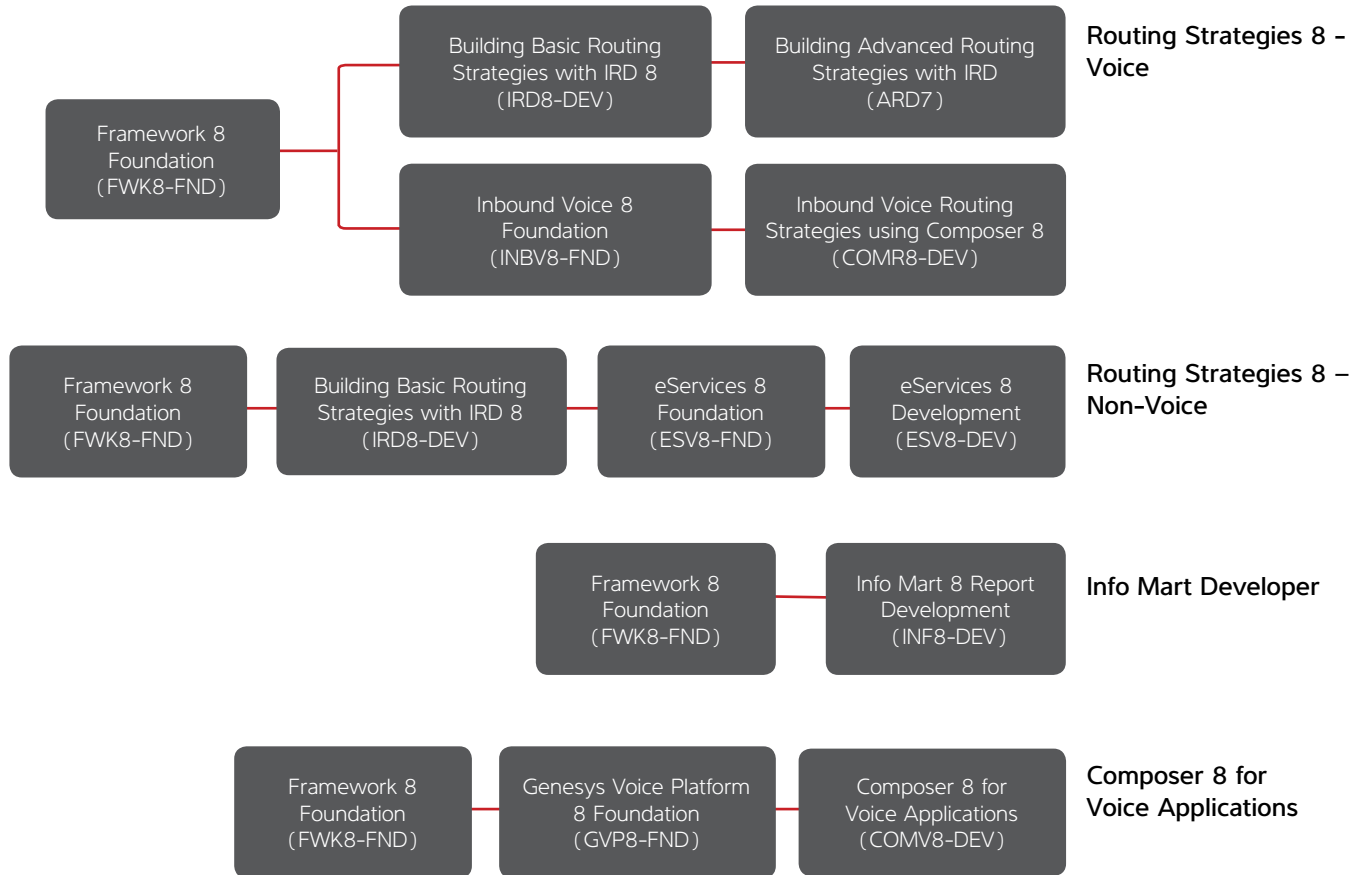
Role-based Paths

System Consultant

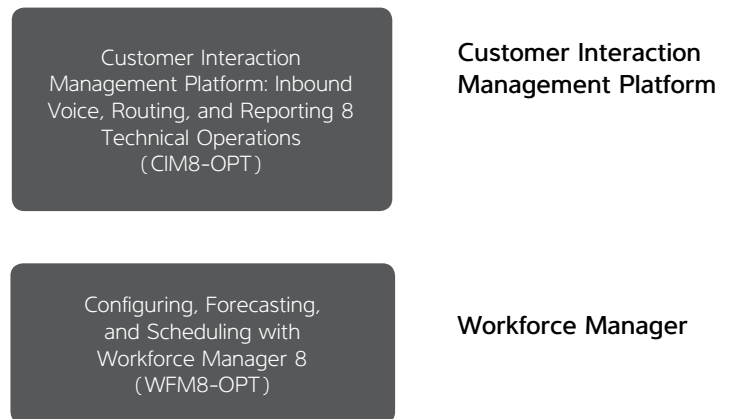


Role-based Paths

Developer

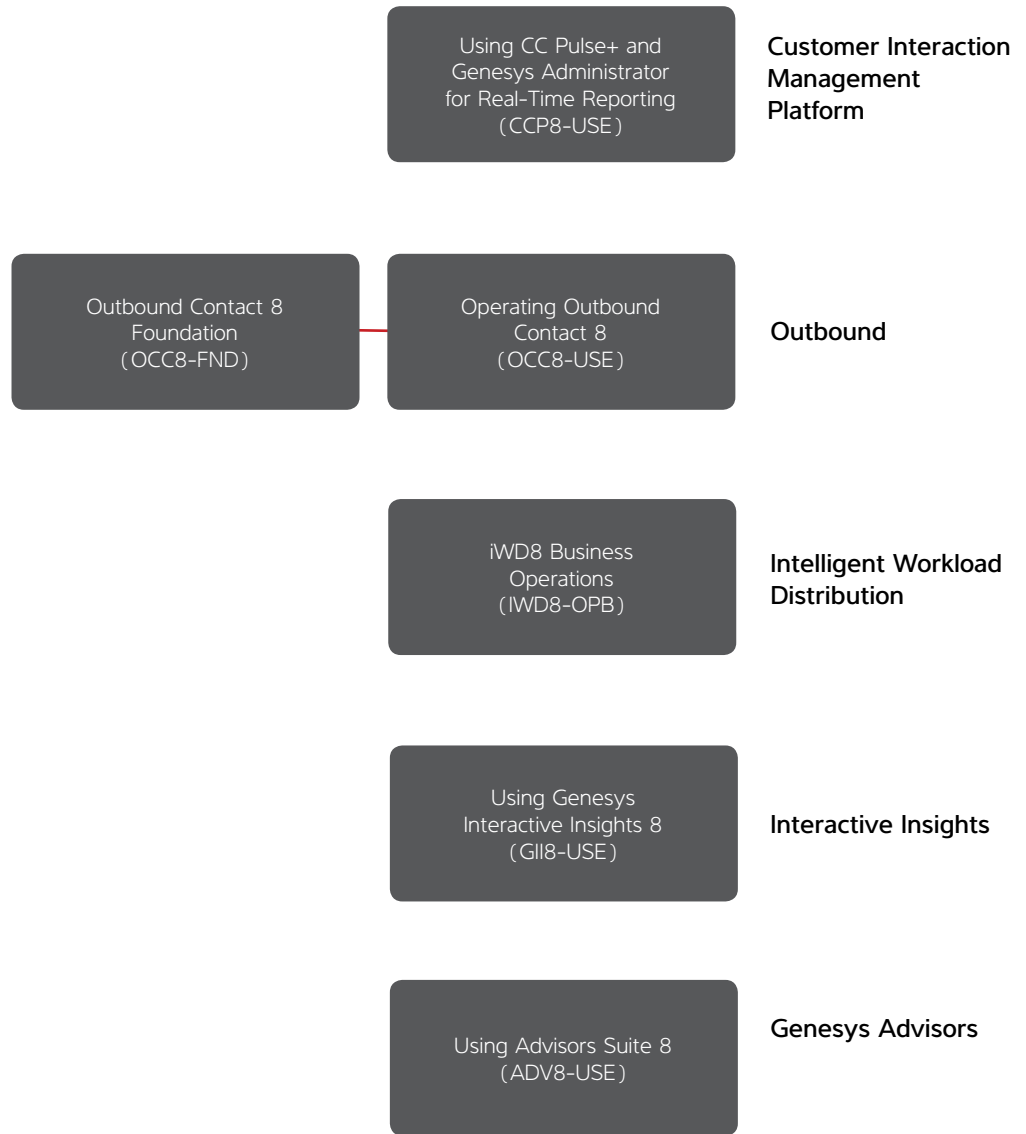


Technical Operator



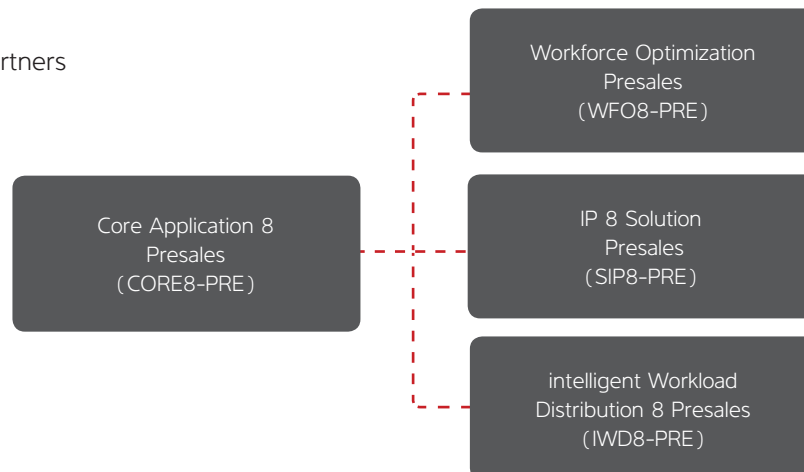
Role-based Paths

User



Presales

Recommended for Partners



Genesys Certified Presales Program

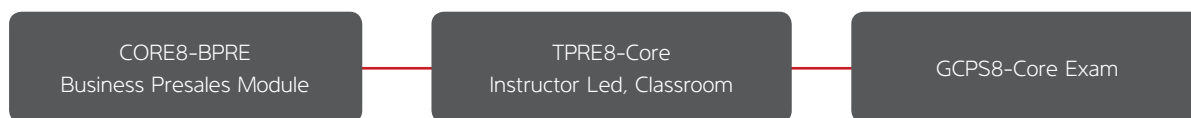
In 2011, Genesys University introduced the Genesys Certified Presales (GCPS) program to provide a professional certification recognizing your efforts in supporting presales activities of Genesys products and solutions.

Completing the GCPS program for a Genesys solution is a valuable achievement that strengthens your marketability as an expert in Genesys contact center solutions, and enhances a partner's autonomy, giving true recognition to the demonstrated knowledge.

These certification designations indicate that you have the tools, knowledge, and confidence to architect and position the value of Genesys solutions and may also fulfill some of the requirements needed by partners to achieve Certified Partner status.

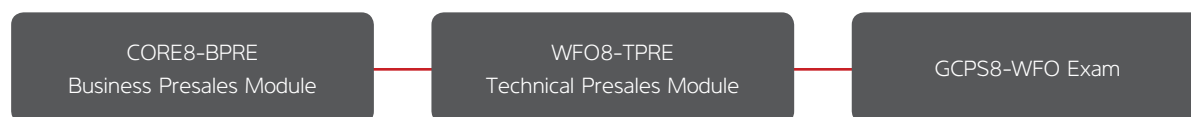
Genesys Certified Presales 8 – CORE Track

Genesys Core Solution 8 is a Business Presales (BPRES) and Technical Presales (TPRES) Training program that covers Genesys Core Applications and Genesys Voice Platform. The scope of Genesys Core Solution 8 Presales training includes the following applications: CIM Platform, Configuration Layer, Management Layer, Interaction Layer (T-Servers including SIP T-Server), CCPulse +, CCAalyzer, Supervisor Desktop, Stat Server, Orchestration Server, Genesys Administrator, Genesys Composer, Universal Routing Server with Computer Telephony Integration (Inbound Voice) and Genesys Voice Platform.



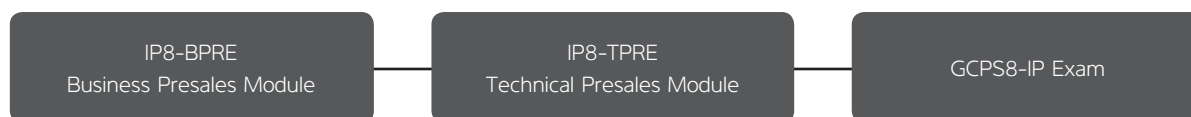
Genesys Certified Presales 8 – WFO Track

Genesys WFO Solution 8 is a Business Presales (BPRES) and Technical Presales (TPRES) Training program that covers the Genesys WFO solution. The scope of Genesys WFO Solution 8 Presales training includes the following applications: Workforce Manager (WFM), Quality Manager (GQM) and Skills Assessor/Training Manager (GSM).



Genesys Certified Presales 8 – IP Track

Genesys IP Solution 8 is a Business Presales (BPRES) and Technical Presales (TPRES) Training program that covers Genesys IP Applications and Smart Link solution. The scope of Genesys IP Solution 8 Presales training includes the following applications: SIP Server, Stream Manager, Media Server and Smart Link for Knowledge/Expert workers.



Genesys Certified Presales 8 – iWD Track

Genesys iWD Solution 8 is a Business Presales (BPRES) and Technical Presales (TPRES) Training program that covers Genesys iWD solution. The scope of Genesys iWD Solution 8 Presales training includes iWD components.



Genesys Certified Professional Program

Why Choose to Achieve a Genesys Certification?

The Genesys Certified Professional (GCP) program is a prestigious professional studies endeavor, affording you an industry-recognized designation for supporting Genesys products and solutions. Genesys offers certifications in consulting and implementation, strategy development, and support. These certifications span the breadth of technical expertise utilized in architecting, implementing, and instructing Genesys solutions. Advanced level credentials will also be offered.

Not only does a Genesys professional certification deliver the best possible return on your company's investment, it may also fulfill some of the requirements needed by partners to achieve Certified Partner status. Genesys University emphasizes that the GCP program is a serious undertaking, requiring a commitment to personal preparation, study, and on-the-job experience.

System Consultant GCP8 – Genesys Certified Professional 8

The system consultant certification is primarily targeted at consultants, system administrators, and approved subcontractors worldwide that assist Genesys partners and customers in planning, installation, and configuration.

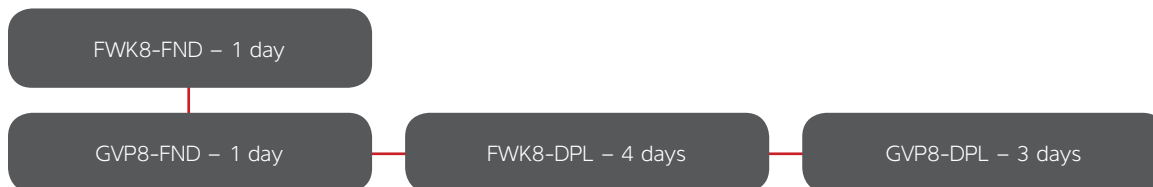
SYSTEM CONSULTANT FOR INBOUND VOICE (GCP8-CIV)

The GCP8-CIV certification validates comprehensive understanding of the Genesys Framework 8 architecture and deployment practices, and Routing and Solution Reporting 8 components related to inbound routing of voice interactions.



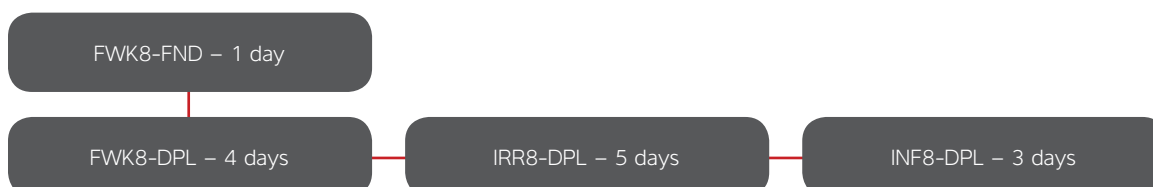
SYSTEM CONSULTANT FOR GENESYS VOICE PLATFORM (GCP8-CVP)

The GCP8-CVP certification validates comprehensive understanding of the installation, configuration, and basic support of Genesys Voice Platform version 8. A GCP8-CVP individual is recognized as having achieved the foundational knowledge skills needed to plan, install, and configure the Genesys Voice Platform (GVP) version 8 and to install and configure GVP components.



SYSTEM CONSULTANT FOR GENESYS INFO MART (GCP8-CGIM)

The GCP8-CGIM certification validates comprehensive understanding of the Genesys Info Mart solution components related to reporting and analytics.



Genesys Certified Professional Program

SYSTEM CONSULTANT, GENESYS WORKFORCE MANAGEMENT (GCP8-CWFM)

The GCP8-CWFM certification validates comprehensive understanding of the Genesys WFM 8 architecture, deployment, and maintenance practices, as well as the skills needed to use Genesys WFM 8 to forecast workload and workforce, schedule agents, and monitor adherence to forecasts and schedules.



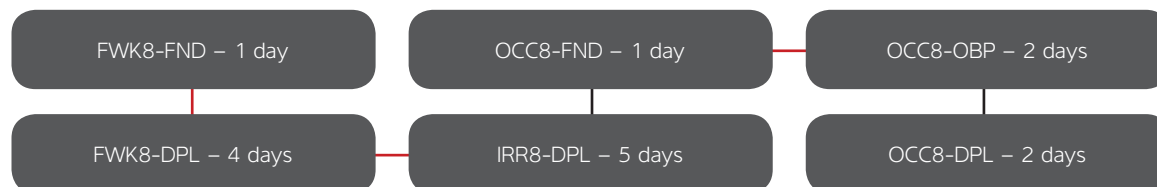
SYSTEM CONSULTANT FOR SIP SERVER (GCP8-SIP)

The GCP8-SIP certification is designed for Genesys partners who assist Genesys customers in planning, installation, and configuration of Genesys SIP Server 8 solutions.



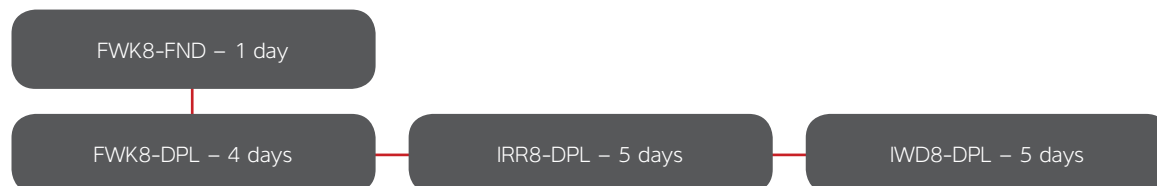
SYSTEM CONSULTANT FOR OUTBOUND VOICE (GCP8-COV)

The GCP8-COV certification is designed for Genesys partners who assist Genesys customers in planning, installation, and configuration of Genesys Outbound 8 Voice products including configuring outbound campaign objects, running and monitoring a campaign using Genesys Administrator, and performing basic troubleshooting and maintenance of Genesys Outbound Contact solution.



SYSTEM CONSULTANT FOR IWD SOLUTION (GCP8-CIWD)

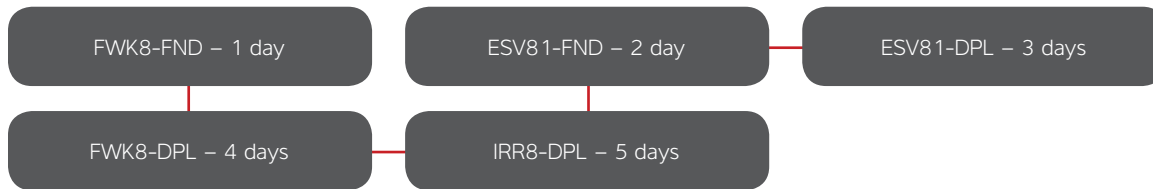
The GCP8-CIWD certification is designed for Genesys partners who assist Genesys customers in planning, installation, and configuration of Genesys iWD solution including creating and running CCPulse+ reports, and monitoring an iWD 8 deployment.



Genesys Certified Professional Program

SYSTEM CONSULTANT FOR GENESYS ESERVICES 8 (GCP8-CESV)

The GCP8-CESV certification validates comprehensive understanding of the Genesys eServices 8.1 architecture and deployment practices. The candidate will be validated to have achieved a foundation of knowledge in implementation procedures, basic troubleshooting, and maintenance of Genesys eServices solutions.

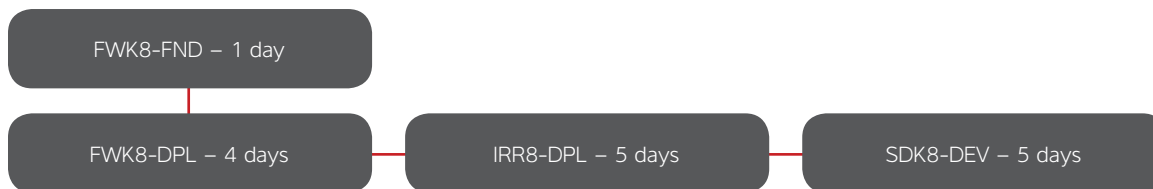


Developer GCD8 – Genesys Certified Developer 8

The developer certification is primarily targeted at system integrators, telephony specialists, and Genesys partners and employees worldwide that use the Platform Software Development Kit to develop applications which integrate with the Genesys platform.

DEVELOPER FOR PLATFORM SDK8 (GCD8-PSDK)

The GCD8-PSDK certification validates comprehensive understanding of the Genesys Platform SDK 8 and development practices. The exam covers the Configuration SDK, Open Media SDK, Statistics SDK, Management Platform SDK, Routing SDK, and Voice SDK.

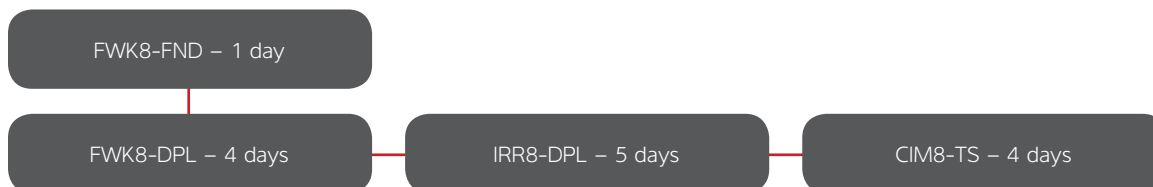


Support GCS8 – Genesys Certified Support 8

The support certification is primarily targeted at consultants, system administrators, and approved subcontractors worldwide that assist Genesys partners and customers in troubleshooting their Genesys CIM Platform configuration.

SYSTEM CONSULTANT FOR CIM8 TROUBLESHOOTING (GCS8-CCTS)

This certification validates comprehensive understanding of the Genesys Framework 9 architecture and support practices. The exam covers Inbound Voice Routing 8 and Solution Reporting 8 components related to inbound routing of voice interactions. The candidate will be validated to have achieved a foundational knowledge in basic troubleshooting and maintenance of Genesys inbound voice products.



Genesys Certified Professional Program

Exam Content

The exams are comprised of a variety of question types: true/false, multiple choice, multiple response, and brief scenarios. Exams are completely closed book. Documentation CDs, laptops, PDAs or any other types of assistance are not allowed. The GCPS exams are timed and will range from 60 to 90 minutes. The GCP exams are timed and will range from one to two hours. Exams are currently given only in English (except in Japan).

Preparation

Genesys highly recommends attending the corresponding Genesys University certification preparatory tracks. The preparatory tracks are a series of courses that act as a tool to prepare you for the various certification exams. You are encouraged to review each corresponding exam study guide for a detailed description of the entire preparatory track you may wish to complete before scheduling your exam. In addition, Genesys certification exams test the student on both the course work and hands-on experience. Everyone is encouraged to undergo three-months of hands-on experience with their Genesys products before taking certification exams.

Exam details and Study Guides that provide specific skill set requirements and sample questions are available for download from the Genesys University website at: www.genesys.com/training/certification

For More Information

For detailed information on the certified preparatory tracks, registering for an exam, and for the most up to date list of available certifications, visit us on the web at: www.genesys.com/training/certification

One-and-a-half years into their Genesys deployment, a worldwide wireless service provider was ready to take the next step to fully leverage their Genesys solutions. The company had been providing service to 87 million customers in countries including Austria, the USA, Germany, Poland, and the United Kingdom using Genesys solutions in their country-specific virtual contact centers.

They planned to evolve their model into a worldwide virtual contact center. To further their success, the wireless provider sought to raise the bar on customer retention, up-selling, universal mobile telecommunications services (UMTS), billing and invoicing. The company was aware that the Genesys solutions they already owned could be further exploited to meet the needs of their initiatives, but they were unclear about the specific functionalities and how to implement them in their specific environment.

Having had a positive training experience during their pre-deployment phase, the wireless service provider re-engaged with Genesys University. Because of the wireless provider's highly unique contact center model, Genesys University recommended a customized training package that addressed the service provider's specific topology, team roles, and deployment timeframes. There was a need for a completely customized training solution that could guide them as they took the next step towards optimizing their Genesys investment.

Courses delivered included topics around framework, routing, reporting, outbound, Internet, and application development. "Genesys University delivered a highly focused and valuable training program," said an IT Director in the wireless provider's UK center. "It would have been hard to manage the training requirements of nine developers and designers with diverse responsibilities. Genesys University made this advanced training process immeasurably easy."

The wireless provider continues its rollout of a worldwide virtual contact center powered by Genesys and empowered by Genesys University.

A Worldwide Wireless Service Provider Makes the Most of Every Call.

More information

For more information, or to register for a course or exam, visit our website at www.genesys.com/training or contact your regional Genesys University representative below:

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Fax: +1 650 466 1161
E-mail: Training.NorthAmerica@genesys.com

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