Course Description

Genesys Composer for Voice Applications (COMV8-DEV) focuses on developing, testing and deploying VoiceXML applications using Composer. Hands-on practice includes: design and develop applications using Composer; test and debug applications; database integration; use and develop sub call flows; set and use variables; write and use grammars; and integrate a voice application with Genesys CTI. The majority of class time is spent developing and testing voice applications created with Genesys Composer.

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

Target Audience

Genesys Composer for Voice Applications is intended for IVR developers, and any other technical roles involved in planning, developing and testing voice applications developed with Composer for use on the Genesys Voice Platform version 8.

Delivery Methods

- Instructor Led, In Classroom 4 days (COMV8-DEV-ILT)

Prerequisites:

- Genesys Voice Platform 8.x Foundations (GVP8.x-FND)

Software Version

This course uses Composer version 8.1 with GVP 8.1.4, and is NOT effective for students using Genesys Studio with GVP 7.

Course Objectives

After completing this course, a student will be able to:

- Explain and use the different work areas of Composer
- Identify voice application design considerations
- Explain the elements of a Voice Project
- Identify Building Blocks
- Use Entry, Exit and Prompt Blocks
- Describe the use of variables
- Design, run and debug callflows
- Analyze a Call Trace
- Test an IVR Profile
- Use input and menu building blocks
- Describe the Branching Block
- Use Speech Recognition
- Use Grammar Builder to design grammars and export to GRXML
- Explain and use Shadow Variables in an application
- Use the Prompts Manager
- Use the Database Blocks
- Develop modular applications using the Subdialog block and Sub Callflows
- Describe how error events are thrown and caught
- Explain when to use the Web Request block and utilize it in an application
- Use the Backend block in an application
- Describe a CTI call flow and identify the CTI blocks
- Develop an application which utilizes the VAR blocks and locate reporting data using Genesys Administrator

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Course Topics

Introduction to Composer
- Explain the different work areas
- Define Composer terminology
- Explain Workbenches
- Define Perspectives
- Change Views
- Explain how to use editors
- Configure User Preferences
- Add External Tools

Application Design for GVP 8
- Describe the GVP 8 architecture
- Identify voice application design considerations
- Verify the Web Server settings in Composer
- Name supported Speech Software
- List the application design and development steps

Basic Design Steps
- Explain the elements of a Voice Project
- Identify Building Blocks
- Use Entry, Exit and Prompt Blocks
- Describe the use of variables
- Design a simple callflow
- Generate the VX...