WELCOME TO
GENESYS UNIVERSITY TRAINING

We're committed to helping you make the most of your Genesys deployment. With a curriculum designed for all skill levels and learning types, we have options that fit your organization's needs throughout the entire Genesys lifecycle.

Genesys University training delivers:

- **Unmatched expert knowledge**: We create our programs and training content with Genesys-certified experts who have successfully built and implemented our technologies and solutions around the world.

- **Flexibility and innovation**: Our curriculum offers a wide range of options so you learn the way that works best for you.

- **Continuous learning**: We support learning throughout the application lifecycle—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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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 15 training centers located around the world. Classrooms are equipped with state-of-the-art workstations with Genesys software for an interactive, hands-on training experience.

**Instructor-led, virtual classroom:** The same great content is 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 a virtual classroom.

**Self-study, on-demand:** Self-study kits allow you to access virtual labs, training manuals, structured activities, and one-on-one time with instructors. They are ideal for students needing maximum flexibility in their learning environments. The kits are accessible for 21 days from the day you choose.

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

**Custom:** For training needs outside the scope of our standard curriculum, we offer customized training options. We'll assess your training needs and create a curriculum specifically tailored for your team. A customized training curriculum package can include multiple skill levels, job roles, project phases, and/or Genesys solutions.

**eLearning:** Genesys eLearning on-demand courses are self-paced learning modules designed to deliver pre-deployment, just-in-time, post-deployment, and reference training. Courses run in a web browser and require no special software.

**G-SAT:** This customized enablement plan is built to your specifications and designed to accelerate adoption. Ensure a greater return on your investment with branded change-management assets, customizable eLearning and interactive simulations from Genesys University.

With a curriculum designed for all skill levels and learning types, make the most out of your Genesys deployment with professional quality training and certification from Genesys University.
How to Read Course Names and Codes

Genesys University courses are identified by a course name as well as course code. Course codes help you identify course names and types (for example, a foundation versus a deployment course) and include the topic, version, and course type.

<table>
<thead>
<tr>
<th>Course Type</th>
<th>Code</th>
<th>Audience</th>
<th>Example</th>
</tr>
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<tbody>
<tr>
<td>FOUNDATION</td>
<td>FND</td>
<td>All roles</td>
<td>FWK8-FND = Framework 8 Foundation</td>
</tr>
<tr>
<td>TECHNICAL OPERATIONS</td>
<td>OPT</td>
<td>Technical Operators</td>
<td>WFM8-OPT = Configuring, Forecasting, and Scheduling with Workforce Manager</td>
</tr>
<tr>
<td>ADMINISTRATION</td>
<td>ADM</td>
<td>Administrators</td>
<td>FRR85-ADM = Framework, Routing, and Reporting Administration</td>
</tr>
<tr>
<td>DEPLOYMENT</td>
<td>DPL</td>
<td>System administrators/consultants</td>
<td>SIP8-DPL = SIP 8 Deployment</td>
</tr>
<tr>
<td>USERS</td>
<td>USE</td>
<td>End users</td>
<td>CCP8-USE = Configuring a Contact Center with CC Pulse+</td>
</tr>
<tr>
<td>DEVELOPMENT</td>
<td>DEV</td>
<td>Developers</td>
<td>COMV8-DEV=Composer 8 for Voice Applications</td>
</tr>
<tr>
<td>TROUBLESHOOTING</td>
<td>TS</td>
<td>Support professionals</td>
<td>GVT8-TS = Genesys Voice Platform Troubleshooting Workshop</td>
</tr>
<tr>
<td>PARTNER PRE-SALES</td>
<td>PRE</td>
<td>Pre-sales consultants</td>
<td>CORE8-PRE = Core 8 Application Pre-Sales</td>
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</table>

**User Roles**

**Definitions**

- **System Administrators/Consultants**: System administrators/consultants plan, install, configure, and maintain the Genesys environment. They often include:
  - Technical consultants
  - System integrators
  - Technical support professionals

- **Developers**: Developers build applications (routing or self-service), develop custom reports, and perform testing of a Genesys environment. They often include:
  - Application designers
  - Application programmers
  - Database administrators

- **Support Professionals**: Support professionals address the troubleshooting of the configuration and customization of the Customer Interaction Management platform.

- **Partner Pre-Sales Consultants**: Pre-sales consultants play a technical role in the sales process, including planning and scoping a Genesys environment. They often include:
  - Sales engineers
  - Solution engineers
  - Solution architects

- **End Users**: End users perform multiple tasks within the interface. They often include:
  - Technical operators who manage and maintain a Genesys implementation, add agents, and manage groups in Configuration Manager or Administrator
  - Supervisors/managers who are responsible for the day-to-day operations of a contact center
  - Agents who receive and manage interactions (phone calls, emails, chats, etc.)
Genesys Technical Certifications

Holding a Genesys Professional or Pre-sales certificate leads to higher quality performance, recognized credibility and greater customer success. Certification demonstrates a high level of commitment to the associated field of practice and increases opportunities for career advancement.

Certification Levels and Available Certifications

GENESYS CERTIFIED ASSOCIATE

The Genesys Certified Associate (GCA) certificate is ideal for professionals who are new to the Genesys Core Platform technology. As supervisors, administrators, and associate consultants, you will be well-equipped to perform standard out-of-the-box functions with Genesys. Our GCA certificates also help meet Genesys Partner Program requirements.

Available associate certifications:
- Business Edition Associate Consultant (GCA8-BEP)
- Premier Associate Consultant (GCA-PEC1)

GENESYS CERTIFIED PROFESSIONAL

The Genesys Certified Professional (GCP) certificate is ideal for technical professionals who have some knowledge and experience with the Genesys Framework. With these certifications, they can perform standard-out-of-the-box functions, as well as customize, troubleshoot, and maintain Genesys implementations. These GCP certificates also meet Genesys Partner Program requirements. There are three roles certified under the GCP level:

- Genesys Certified Consultant
- Genesys Certified Developer
- Genesys Certified Support

GENESYS CERTIFIED PROFESSIONAL CONSULTANT

Consultants, system administrators, and approved subcontractors who assist Genesys partners and customers in the planning, installation, configuration, and maintenance of their systems will benefit from these certifications:

Available consultant certifications:
- Inbound Voice 8.5 Consultant (GCP8-CIV)
- Outbound Voice 8 Consultant (GCP8-COV)
- Voice Platform 8.5 Consultant (GCP8-CVP)
- Genesys Info Mart 8 Consultant (GCP8-CGIM)
- Workforce Management 8.5 Consultant (GCP8-WFM)
- SIP Server 8 Consultant (GCP8-SIP)
- Intelligent Workload Distribution (iWD) 8.5 Solution Consultant (GCP8-IWD)
- eServices 8 Consultant (GCP8-ESV)
- Advisors 8 Solution Consultant (GCP8-ADV)
- Business Edition Premise 8 Consultant (GCP8-BEP)
GENESYS UNIVERSITY CURRICULUM 2016

GENESYS CERTIFIED PROFESSIONAL DEVELOPER

System integrators, telephony specialists, and Genesys partners and employees will be certified to develop applications using Platform Software Development Kit and routing strategies using Composer.

Available developer certifications:

- Platform SDK8.5 Developer (GCD8-SDK)
- Platform SDK8 Developer (GCD8-SDK) retiring December 31, 2016

GENESYS CERTIFIED PROFESSIONAL SUPPORT

Consultants, system administrators, and approved subcontractors that assist Genesys partners and customers in troubleshooting their Genesys CIM Platform configuration can benefit from this certification:

- CIM8 Troubleshooting for Support (GCS8-CIM)

GENESYS CERTIFIED PRE-SALES PROGRAM

The Genesys Certified Pre-Sales (GCPS) Program offers training specifically designed for our Partners and provides comprehensive and relevant knowledge of Genesys solutions for pre-sales activities.

Available certifications:

- CORE8 Pre-sales (GCPS8-CORE)
- IP8 Pre-sales (GCPS8-IP)

Additional new and updated exams will launch throughout 2016. Please contact your regional Genesys University office to inquire about training and exam information for any Genesys Certification.
Course Summary Descriptions

Genesys Core Platform

FRAMEWORK 8 FOUNDATION (FWK8-FND)
Framework 8 Foundation introduces students to the technical architecture of the Genesys Framework 8.1. Students see demonstrations and have discussions about the role of Framework within the Customer Interaction Management (CIM) 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**
Skills/knowledge:
- Working knowledge of a Microsoft Windows environment
- Knowledge of basic telephony concepts

**Delivery**

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<th>Duration</th>
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<td>Instructor-led, Classroom</td>
<td>1 day</td>
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<tr>
<td>Instructor-led, Virtual Classroom</td>
<td>6 hours</td>
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<td>Self-study, on-demand</td>
<td>Scheduling varies.</td>
</tr>
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</table>

**Related Certifications**
This course is the typical starting point for the set of courses recommended to prepare you for:
- Genesys Certified Consultant—Inbound Voice 8 (GCP8-CIV)
- Genesys Certified Consultant—Outbound Voice 8 (GCP8-COV)
- Genesys Certified Consultant—Voice Platform 8 (GCP8-GVP)
- Genesys Certified Consultant—Info Mart 8 (GCP8-CGIM)
- Genesys Certified Consultant—Workforce Management 8 (GCP8-WFM)
- Genesys Certified Consultant—SIP Server 8 (GCP8-SIP)
- Genesys Certified Consultant—eServices 8 (GCP8-ESV)
- Genesys Certified Consultant—Intelligent Workload Distribution 8 (GCP8-IWD)
- Genesys Certified Consultant—Advisors 8 Solution (GCP8-ADV)
- Genesys Certified Consultant—Business Edition Premise (GCP8-BEP)
- Genesys Certified Support—CIM 8 Troubleshooting (GCS8-CCTS)
- Genesys Certified Developer—Inbound Voice (GCD8-DIV)
- Genesys Certified Developer—Platform SDK 8 (GCD8-SDK)
- Genesys Certified Developer—Composer Using Voice Applications 8 (GCD8-DCV)
- Genesys Certified Developer—Composer 8 Routing (GCD8-DCR)

For detailed information on these certifications, visit GU Certification.
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 8.1. Students perform hands-on activities installing and configuring framework components. This course covers deploying framework layers, logging, licensing, troubleshooting, introduction to high availability, and configuring alarm conditions and reactions.

**Prerequisites**

Courses:
- Framework 8 Foundation (FWK81-FND)

Skills/knowledge:
- Enterprise-level system installation or integration experience
- Familiarity with an enterprise-level database management system

**Delivery**

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<td>Scheduling varies.</td>
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**Related Certifications**

This course follows the Framework Foundation course as part of the recommended training to prepare for any of the following certification exams:
- Genesys Certified Consultant—Inbound Voice 8 (GCP8-CIV)
- Genesys Certified Consultant—Outbound Voice 8 (GCP8-COV)
- Genesys Certified Consultant—Voice Platform 8 (GCP8-GVP)
- Genesys Certified Consultant—Info Mart 8 (GCP8-CIM)
- Genesys Certified Consultant—Workforce Management 8 (GCP8-WFM)
- Genesys Certified Consultant—SIP Server 8 (GCP8-SIP)
- Genesys Certified Consultant—eServices 8 (GCP8-ESV)
- Genesys Certified Consultant—Intelligent Workload Distribution 8 (GCP8-IWD)
- Genesys Certified Consultant—Advisors 8 Solution (GCP8-ADV)
- Genesys Certified Consultant—Business Edition Premise (GCP8-BEP)
- Genesys Certified Support—CIM8 Troubleshooting (GCS8-CCTS)
- Genesys Certified Developer—Platform SDK 8 (GCD8-SDK)
- Genesys Certified Developer—Composer Using Voice Applications 8 (GCD8-DCV)

For detailed information on these certifications, visit [GU Certification](#).

FRAMEWORK, ROUTING, AND REPORTING 8.5 FOUNDATION (FRR85-FND)

Genesys Framework, Routing, and Reporting Foundation introduces students to the key concepts and components of the core of a Genesys implementation. Students will be introduced to Genesys user interfaces such as Genesys Administrator, Genesys Administrator Extension, Workspace Desktop Edition, and CC Pulse+. This course is the starting point for most other courses in the Genesys University curriculum.

**Prerequisites**

Skills/knowledge:
- Working knowledge of a Microsoft Windows environment
- Knowledge of basic telephony concepts

**Delivery**

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<tr>
<td>Self-study, on-demand</td>
<td>Scheduling varies.</td>
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</table>

**Related Certifications**

Certification for this version may be available in 2016. Please check with your regional [Genesys University](#) training representative.
FRAMEWORK, ROUTING, AND REPORTING 8.5 OPERATIONS (FRR85-OPT)

Genesys Framework, Routing, and Reporting Operations gives students an introduction to the technical architecture and components for Genesys Framework, Genesys Routing, and Genesys Solution Reporting. Students will learn more about the skills needed to support daily operation of their Genesys implementation such as setting up roles/permissions, log messages, loading routing applications, and more.

**Prerequisites**
- Courses:
  - Framework, Routing, and Reporting 8.5 Foundation (FRR85-FND)
- Skills/knowledge:
  - Enterprise-level system installation or integration experience
  - Familiarity with an enterprise-level database management system

**Delivery**
- Instructor-led, Classroom: 3 days
- Instructor-led, Virtual Classroom: 18 hours

**Related Certifications**
Certification for this version may be available in 2016. Please check with your regional Genesys University training representative.

FRAMEWORK, ROUTING, AND REPORTING 8.5 ADMINISTRATION (FRR85-ADM)

Genesys Framework, Routing, and Reporting Administration gives students the concepts and skills needed to configure, install, support, test, and troubleshoot Genesys Framework, Genesys Routing, and Genesys Solution Reporting successfully. Students learn about application objects, application options, templates, supporting service availability, and more.

**Prerequisites**
- Courses:
  - Framework, Routing, and Reporting 8.5 Foundation (FRR85-FND)
- Skills/knowledge:
  - Enterprise-level system installation or integration experience
  - Familiarity with an enterprise-level database management system

**Delivery**
- Instructor-led, Classroom: 5 days
- Instructor-led, Virtual Classroom: 5 days, plus 5 days of self-study

**Related Certifications**
Certification for this version may be available in 2016. Please check with your regional Genesys University training representative.
Genesys Customer Interaction Management and Inbound Voice

CUSTOMER INTERACTION MANAGEMENT PLATFORM WORKSHOP (CIM8-TS)

Customer Interaction Management (CIM) Platform 8 Troubleshooting Workshop teaches techniques for maintaining and troubleshooting T-Server, Stat Server, Universal Routing Server, and Orchestration Server—all major components of Genesys CIM. Students analyze application logs and complete hands-on troubleshooting exercises.

**Prerequisites**

Courses:
- Framework 8 Foundation (FWK81-FND)
- Framework 8 Deployment (FWK81-DPL)
- Genesys Routing and Solution Deployment (GRR81-DPL)

**Delivery**

<table>
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<th>Instructor-led, Classroom</th>
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<tr>
<td>Instructor-led, Virtual Classroom</td>
<td>24 hours</td>
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</table>

**Related Certifications**

This is one of a set of courses recommended to prepare you for Genesys Certified Support—CIM8 Troubleshooting (GCS8-CCTS). For detailed information on this certification, visit [GU Certification](#).

CUSTOMER INTERACTION MANAGEMENT PLATFORM TROUBLESHOOTING (CIM8-OPT)

Customer Interaction Management (CIM) Platform 8 Troubleshooting gives students the skills needed to ensure proper daily operation of the platform after a successful deployment. This course covers the Genesys Administrator, Genesys Composer, Interaction Routing Designer, Interaction Workspace, and Genesys Solution Reporting interfaces, including CC Analyzer and CC Pulse+. Students are presented with real-life examples, case studies, and hands-on activities to learn the concepts in a meaningful way.

**Prerequisites**

Skills/knowledge:
- Working knowledge of a Microsoft Windows environment
- Knowledge of basic telephony concepts

**Delivery**

<table>
<thead>
<tr>
<th>Instructor-led, Classroom</th>
<th>Please contact your local GU office.</th>
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<td>Self-study, On-demand</td>
<td>Scheduling varies.</td>
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</table>

Please contact your local GU office. Scheduling varies.
GENESYS UNIVERSITY CURRICULUM 2016

GENESYS ROUTING AND SOLUTION REPORTING 8 DEPLOYMENT (GRR81-DPL)

Genesys Routing and Solution Reporting 8.1 Deployment provides students with the skills needed to install and configure Genesys Routing and Solution Reporting 8 components. Using hands-on labs, practice sessions, and demonstrations, students learn about Genesys Routing and Solution Reporting from the perspective of a system administrator. This course covers the architecture and interaction flow of Genesys Routing components, installation and configuration of Universal Routing components (including Universal Routing Server, Orchestration Server, Stat Server, Composer, and Interaction Routing Designer), provisioning a routing application to verify deployment, Genesys Routing Solution service availability and load-balancing, and installing and configuring Solution Reporting (including CC Pulse+ and CC Analyzer).

**Prerequisites**

Courses:
- Framework 8 Foundation (FWK81-FND)
- Framework 8 Deployment (FWK81-DPL)

**Delivery**

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**Related Certifications**

This is one of a set of courses recommended to prepare you for Genesys Certified Consultant—Inbound Voice 8 (GCP8-CIV) and Genesys Certified Support—CIM8 Troubleshooting (GCS8-CCTS). For detailed information on this certification, visit [GU Certification](#).

USING WORKSPACE DESKTOP EDITION 8.5 (WDE85-USE-ELIB)

The Using Workspace Desktop Edition 8.5 is a series of eLearning modules designed to train students how to use Workspace Desktop Edition to manage the customer service experience for all interaction types.

**Prerequisites**

Skills/knowledge:
- Working knowledge of a Microsoft Windows environment

**Delivery**

Self-study, On-demand
Scheduling varies.
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 students to the tools needed to configure, modify, and monitor contact center operations. Using realistic examples and scenarios, students will perform hands-on activities using Administrator and CC Pulse+. Topics include creating and modifying agent information in Administrator, navigating and using CC Pulse+, and customizing CC Pulse statistics.

**Prerequisites**
Skills/knowledge:
- Working knowledge of a Microsoft Windows environment

**Delivery**
- Instructor-led, Classroom 2 days
- Instructor-led, Virtual Classroom 12 hours
- Self-study, On-demand Scheduling varies.

PULSE 8 ELIBRARY (PLS814-ELIB)
Pulse eLibrary (based on version 8.14) is a set of eLearning episodes that provides students with an introduction to Pulse reporting. Using explanations, demonstrations, and click-through simulations, students learn essential skills in Pulse. This course covers using Pulse to view statistics and deploying Pulse and supporting components.

**Prerequisites**
Skills/knowledge:
- Familiarity with Genesys Administrator Extension
- Familiarity with Stat Server for template building

**Delivery**
- Self-study, On-demand Scheduling varies.
USING GENESYS INTERACTIVE INSIGHTS 8 (GII81-USE)
Using Genesys Interactive Insights 8.1 introduces students to the functionality of Interactive Insights 8.1 from the business end-user’s perspective. Students learn through computer-based training, including demonstrations and hands-on activities using Interactive Insights 8.1. This course includes the following topics: performance management and business intelligence, BusinessObjects Enterprise XI 3.1, BusinessObjects Enterprise Java InfoView, discussion dimensions, measures, hierarchies and contact center metrics and reports. This course covers the Genesys Interactive Insights 8.1 out-of-the-box reports, report editing, report structure, and functionality.

**Prerequisites**
- Skills/knowledge:
  - Knowledge of basic telephony and reporting and analytics concepts
  - Working knowledge of a Microsoft Windows environment

**Delivery**
- Self-study, On-demand
- Scheduling varies.

GENESYS INTERACTIVE INSIGHTS 8 FOR REPORT DEVELOPERS (GII81-DEV)
Genesys Interactive Insights 8.1 Report Development provides an in-depth look at working with the out-of-the-box reports and customizing reports with data stored in Genesys Info Mart and viewed on the BusinessObjects Enterprise XI presentation platform. Students will review the Info Mart schema and view the Interactive Insights Universe and SQL queries as a part of understanding the relationship of the aggregated data structure and report design. Students will review the Info Mart architecture and data flow and the Reporting and Analytics Aggregation tables. They’ll also discuss dimensions, measures, and aggregation tables. This course focuses on the report developer needing to develop reporting skills and some basic BusinessObjects Enterprise administrative tasks.

**Prerequisites**
- Course:
  - Using Interactive Insights 8 (GII81-USE)
  - Inbound Voice Routing 8 Foundation (INBV8-FND)

**Delivery**
- Instructor-led, Classroom: 2 days
- Instructor-led, Virtual Classroom: 12 hours
- Self-study, On-demand: Scheduling varies.

GENESYS INFO MART 8 REPORT DEVELOPMENT (INF81-DEV)
Genesys Info Mart 8.1 Report Development provides the students with an in-depth look at creating customized reports from data stored in Genesys Info Mart. Students will analyze the Info Mart star schema and construct SQL views and queries as a part of exploring the data structure and report design. This course covers architecture, star schema, fact and dimension tables, basic contact center measures, agent measures, user data, advanced metrics, aggregated data, and call analysis.

**Prerequisites**
- Skills/knowledge:
  - Basic Genesys knowledge, especially of routing, Genesys Voice Platform, and eServices
  - Understanding the use of SQL to write queries for reporting

**Delivery**
- Instructor-led, Classroom: 2 days
- Instructor-led, Virtual Classroom: 12 hours
- Self-study, On-demand: Scheduling varies.
GENESYS INFO MART 8 DEPLOYMENT (INF81-DPL)

Genesys Info Mart 8 Report Deployment covers the purpose, architecture, deployment models, configuration, data flows, and basic usage of Genesys Interaction Concentrator and Genesys Info Mart. Lessons are reinforced with learning checks, instructor demonstrations, and hands-on lab exercises.

**Prerequisites**
Coursess:
- Framework 8 Foundation (FWK81-FND)
- Framework 8 Deployment (FWK81-DPL)
- Inbound Voice Routing and Reporting (GRR81-DPL)

**Delivery**
Instructor-led, Classroom 3 days

**Related Certifications**
This is one of a set of courses recommended to prepare you for Genesys Certified Consultant—Info Mart 8 (GCP8-CGIM). For detailed information on this certification, visit [GU Certification](#).
Application Development: SDK

GENESYS SDK 8 WORKSHOP FOR DEVELOPERS (SDK8-DEV)

Platform and Interaction SDK 8.1 Workshop for Developers is an introduction to the main capabilities of the Platform and Interaction SDKs that are part of the Genesys Universal SDK. The workshop will be delivered via lectures and hands-on activities using real-life examples so students can learn best practices for using Genesys SDKs. The workshop will cover these 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 Genesys Services integration for Genesys SDKs)
- Platform SDK (Voice, Statistics, Configuration, Open Media)
- Genesys Application Blocks (production-ready code)

Prerequisites

Courses:
- Framework 8 Foundation (FWK81-FND)
- Framework 8 Deployment (FWK81-DPL)

Skills/knowledge:
- Basic Genesys routing and reporting knowledge
- Familiarity with XML and XPath
- Familiarity with the HTTP client-server model
- Java or .NET development skills (recommended)

Delivery

| Instructor-led, Classroom | 5 days |
| Instructor-led, Virtual Classroom | 30 hours |

Related Certifications

This is one of a set of courses recommended to prepare you for Genesys Certified Developer—Platform SDK 8 (GCD8-SDK).

For detailed information on this certification, visit GU Certification.
Application Development: IRD and Composer

COMPOSER 8 VOICE APPLICATIONS (COMV8-DEV)

Genesys Composer Voice Applications focus on developing, testing, and deploying VoiceXML applications using Composer. Hands-on practice includes designing and developing applications using Composer, testing and debugging applications, database integration, using and developing sub-call flows, setting and using session variables, writing and using grammars, and integrating a Genesys Voice Platform application into Genesys Framework. The majority of class time is spent developing and testing Voice XML applications created with Composer.

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

Prerequisites Courses:
- Genesys Voice Platform 8.x Foundation (GVP8.x-FND)

Delivery
Instructor-led, Classroom 4 days

Related Certifications
This is one of a set of courses recommended to prepare you for Genesys Certified Developer—Composer for Voice Applications 8 (GCD8-DCV).
For detailed information on this certification, visit GU Certification.

COMPOSER 8 ROUTING APPLICATIONS (COMR81-DEV)

Composer 8 Routing Applications focuses on the skills necessary to develop routing applications for inbound voice interactions. Using business scenarios and hands-on activities, students will design, create, and test routing applications with Composer.

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

Prerequisites Courses:
- Framework 8 Foundation (FWK81-FND)

Delivery
Instructor-led, Classroom 5 days

Related Certifications
This is one of a set of courses recommended to prepare you for Genesys Certified Developer—Composer Routing 8 (GCD8-DCR).
For detailed information on this certification, visit GU Certification.
BUILDING BASIC ROUTING STRATEGIES USING INTERACTION ROUTING DESIGNER (IRD81-DEV-1)

Building Basic Routing Strategies Using Interaction Routing Designer introduces students to the skills needed to write strategies that route inbound voice interactions. Using business scenarios and hands-on activities, students will learn to design, create, and test routing strategies with Interaction Routing Designer (IRD) 8.1. This course covers architecture, call flows, introduction to IRD, the strategy development cycle, and maintaining and deploying strategies. Students will build, test, and troubleshoot 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
Courses:
- Framework 8 Foundation (FWK81-FND)

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Related Certifications
This is one of a set of courses recommended to prepare you for Genesys Certified Developer—Inbound Voice 8 (GCD8-DIV) and Genesys Certified Consultant—eService 8 (GCP8-ESV). For detailed information on this certification, visit GU Certification.

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

In Building Advanced Routing Strategies Using Interaction Routing Designer, students use real-life examples, case studies, and hands-on activities to learn and apply the advanced concepts of routing inbound voice interactions. This course covers 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
Courses:
- Building Basic Routing Strategies Using Interaction Routing Designer (IRD81-DEV-1)

Delivery
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Related Certifications
This is one of a set of courses recommended to prepare you for Genesys Certified Developer—Inbound Voice 8 (GCD8-DIV). For detailed information on this certification, visit GU Certification.
Genesys SIP Server

GENESYS SIP SERVER 8 FOUNDATION (SIP81-FND)
Genesys SIP Server 8.1 Foundation covers IP telephony, SIP, and Genesys SIP Server. The content is reinforced with learning checks, instructor demonstrations, and hands-on lab exercises. This course is the starting point for all other Genesys SIP Server courses and is also recommended to anyone interested in Genesys Voice Platform courses.

Prerequisites
Courses:
- Framework 8 Foundation (FWK8-FND)
Skills/knowledge:
- Basic understanding of IP telephony and SIP

Delivery
- Instructor-led, Classroom: 1 day
- Instructor-led, Virtual Classroom: 6 hours

Related Certifications
This is one of a set of courses recommended to prepare you for Genesys Certified Consultant—SIP Server 8 (GCP8-SIP).
For detailed information on this certification, visit GU Certification.

GENESYS SIP SERVER 8 DEPLOYMENT (SIP81-DPL)
Genesys SIP Server Deployment covers the purpose, architecture, deployment models, configuration, call flows, and basic use of Genesys SIP Server and Genesys Media Server. Lesson content is reinforced with learning checks, instructor demonstrations, and hands-on lab exercises.

Prerequisites
Courses:
- Framework 8 Deployment (FWK8-DPL), plus one of the following:
  > Inbound Voice Routing and Solution 8 Reporting Deployment (IRR8-DPL) or
  > Building Basic Routing Strategies with IRD 8 (IRD8-DEV)
Skills/knowledge:
- Familiarity with VoIP and SIP concepts or Genesys SIP Server 8 Foundation (SIP81-FND)

Delivery
- Instructor-led, Classroom: 4 days
- Self-study, On-demand: Scheduling varies.

Related Certifications
This is one of a set of courses recommended to prepare you for Genesys Certified Consultant—SIP Server 8 (GCP8-SIP).
For detailed information on this certification, visit GU Certification.
Genesys Workforce Management

CONFIGURING, FORECASTING, AND SCHEDULING WITH WORKFORCE MANAGER 8.5 (WFM850-OPT)

Configuring, Forecasting, and Scheduling with Workforce Manager 8.5 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. This is a hands-on class where students configure a variety of contact center examples to gain knowledge of Workforce Manager’s capabilities. The course covers contact center rules, contracts, shift definitions, forecasting, scheduling, monitoring adherence and performance, and using the web interface as a supervisor or agent.

**Prerequisites**

Skills/knowledge:
- Working knowledge of a Microsoft Windows environment
- Basic telephony concepts
- Experience with supervising or managing in a contact center

**Delivery**
Instructor-led, Classroom
5 days

**Related Certifications**
This is one of a set of courses recommended to prepare you for Genesys Certified Consultant—Workforce Management 8 (GCP8-WFM).
For detailed information on this certification, visit GU Certification.

USING WORKFORCE MANAGER WEB FOR AGENTS 85 (WFM85-USE-AG)

Using Workforce Manager Web for Agents 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**

Skills/knowledge:
- Working knowledge of Microsoft Windows environment

**Delivery**
Self-study, On-demand
Scheduling varies.

USING WORKFORCE MANAGER WEB FOR SUPERVISORS 85 (WFM85-USE-SP)

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

**Prerequisites**

Skills/knowledge:
- Working knowledge of Microsoft Windows environment

**Delivery**
Self-study, On-demand
Scheduling varies.
Genesys Interaction Recording

GENESYS INTERACTION RECORDING USER INTERFACE ELIBRARY (GIR85-USE)
Genesys Interaction Recording User Interface eLibrary is a series of eLearning episodes which can provide students with an introduction to Genesys Interaction Recording SpeechMiner User Interface. Topics available for students to learn: SpeechMiner User Interface Explore menu, Searching Calls, Managing Call Lists, Using Media Player. Using explanations, demonstrations, and click-through simulations students learn essential skills in SpeechMiner, Recording UI within each episode.

Prerequisites
Skills/knowledge
• Working knowledge of a Microsoft Windows environment

Delivery
Self-study, on-demand Scheduling varies.

Related Certifications
This is one of a set of courses recommended to prepare you for Genesys Certified Consultant—Interaction Recording 8 (GCP8-GIR), available in November 2015.
For detailed information on this certification, visit GU Certification.

GENESYS INTERACTION RECORDING 8.5 FOUNDATION (GIR85-FND)
Genesys Interaction Recording 8.5 Foundation gives students a high-level technical and functional understanding of Genesys Interaction Recording Solutions. Students learn about Genesys Interaction Recording through lecture and hands on exercises. This course includes an introduction to the Genesys Interaction Recording architecture as well as important concepts and terminology together with Screen Recording functionality. Genesys Interaction Recording Foundation is the starting point for other Genesys Interaction Recording courses in the Genesys University Curriculum.

Prerequisites
Courses:
• Framework 8 Foundation (FWK8-FND)

Delivery
Instructor-led, Classroom 1 day
Instructor-led, Virtual Classroom 6 hours

Related Certifications
This is one of a set of courses recommended to prepare you for Genesys Certified Consultant—Interaction Recording 8 (GCP8-GIR), available in November 2015.
For detailed information on this certification, visit GU Certification.
GENESYS UNIVERSITY CURRICULUM 2016

GENESYS INTERACTION RECORDING 8.5 DEPLOYMENT (GIR85-DPL)

Genesys Interaction Recording (GIR) 8.5 Deployment focuses on the concepts and skills needed to install, configure, and do basic troubleshooting of Genesys Interaction Recording. Students learn about deploying GIR through lecture and hands on exercises. This course includes topics such as installation and configuration of GIR core components, Genesys Voice Platform and SIP Server, Workspace Desktop Edition and GIR User and Management Interfaces. Using business scenarios and hand-on activities, students will learn to trace call recordings, practice call recording playback and understand troubleshooting of GIR.

**Prerequisites**
Skills/knowledge:
- Working knowledge of a Microsoft Windows environment

**Delivery**
- Instructor-led, Classroom: 3 days
- Instructor-led, Virtual Classroom: 18 hours

**Related Certifications**
This is one of a set of courses recommended to prepare you for Genesys Certified Consultant—Interaction Recording 8 (GCP8-GIR), available in November 2015. For detailed information on this certification, visit GU Certification.
Genesys Quality Management

USING QUALITY MANAGEMENT ELIBRARY (QM85-USE)
Using Quality Management eLibrary is a series of eLearning episodes which provide students introduction to Genesys Quality Management. Topics available for students to learn: Quality Management foundations, Forms Manager, Evaluations Manager, Evaluation Sessions, Quality Management Reports and SpeechMiner Dashboard. Using explanations, demonstrations, and click-through simulations students learn essential skills in Quality Management User Interface SpeechMiner within each episode.

Prerequisites
Skills/knowledge
• Working knowledge of a Microsoft Windows environment

Delivery
Self-study, on-demand Scheduling varies.

Genesys Interaction Analytics

GENESYS INTERACTION ANALYTICS 8.5 OPERATIONS (GIA85-OPT)
Genesys Interaction Analytics 8.5 Operations focuses on the concepts and skills needed to use, utilize, and operate Genesys Interaction Analytics solution. Students learn about operating Genesys Interaction Analytics through lecture and hands on exercises. This course includes topics such as introduction to GIA (Genesys Interaction Analytics), using GIA end user interface SpeechMiner, searching interactions and identifying analytics data, using SpeechMiner Media Player, enabling agent coaching and training, auditing speech recognition results, identifying text analytics, and generating speech and text analytics reports.
Note: The hands on exercises in this course covers voice and text interactions. Screen recording is included as a topic with no hands on activities involved. QM (Quality Management) is described as a service only, please refer to QM training material for QM related inquiries.

Prerequisites
• None

Delivery
Instructor-led, Classroom 2 days
Instructor-led, Virtual Classroom 12 hours

GENESYS INTERACTION ANALYTICS 8.5 ADMINISTRATION (GIA85-ADM)
Genesys Interaction Analytics 8.5 Administration focuses on the concepts and skills needed to install, configure and administrate Genesys Interaction Analytics solution. Students learn about administrating Genesys Interaction Analytics through lecture and hands on exercises. This course includes topics such as introduction to GIA (Genesys Interaction Analytics) Architecture, installing and configuring GIA, building programs, topics and categories using SMART (SpeechMiner Administration Tool), Speech Analytics auditing and fine-tuning, using SpeechMiner management tools.

Prerequisites
Courses:
• Genesys Interaction Analytics 8.5 Operations (GIA85-OPT)

Delivery
Instructor-led, Classroom 3 days
Instructor-led, Virtual Classroom 18 hours
eServices

eSERVICES 8 FOUNDATION (ESV81-FND)
In eServices 8 Foundation, students learn the common set of knowledge and skills required for the eServices 8.1 Development course and/or the eServices 8.1 Deployment course. This course covers eServices architecture, important concepts, and terminology. The course content is relevant to all eServices channels: email, chat, social media, web callback, and SMS.

Prerequisites
Courses required (one of the following):
- Inbound Voice Routing and Solution Reporting 8 Deployment (IRR8-DPL)
- Routing and Reporting Installation and Configuration (RRI 7)
- Building Basic Routing Strategies Using IRD 8 (IRD81-DEV)
Skills/knowledge:
- Familiarity with Genesys Framework
- Understanding of Inbound Voice architecture (including IRD interface and Universal Routing, but not ORS platform)

Delivery
Instructor-led, Classroom 2 days
Instructor-led, Virtual Classroom 12 hours
Self-study, On-demand Scheduling varies.

Related Certifications
This is one of a set of courses recommended to prepare you for Genesys Certified Consultant—eServices 8 (GCP8-ESV).
For detailed information on this certification, visit GU Certification.

eSERVICES 8 DEPLOYMENT (ESV81-DPL)
In eServices 8 Deployment, students engage in hands-on activities to install, configure, test, and troubleshoot an eServices deployment in a Windows environment. Students will explore 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:
- eServices 8 Foundations (ESV81-FND), plus one of the following:
  - Inbound Voice Routing and Solution Reporting 8 Deployment (IRR8-DPL)
  - Routing and Reporting Installation and Configuration (RRI7)
Skills/knowledge:
- Understanding of and experience deploying Genesys Framework
- Understanding of and experience deploying Universal Routing Server and Interaction Routing Designer (IRD), but not the Orchestration 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, Classroom 3 days
Instructor-led, Virtual Classroom 18 hours
Self-study, On-demand Scheduling varies.

Related Certifications
This is one of a set of courses recommended to prepare you for Genesys Certified Consultant—eServices 8 (GCP8-ESV).
For detailed information on this certification, visit GU Certification.
eSERVICES 8 DEVELOPMENT (ESV81-DEV)
In eServices 8.1 Development, students learn the knowledge and skills required for using Interaction Routing Designer (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)
- Skills/knowledge:
  - 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

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COMPOSER 8 ROUTING APPLICATIONS FOR eSERVICES (COMM81-DEV)
Composer 8.1 Routing Applications for eServices provides the knowledge and skills required for using Composer to design, create, and test interaction processes and workflows to handle interactions of different non-voice media types such as email and chat.

**Prerequisites**
- Courses required:
  - eServices 8 Foundations (ESV8-FND)
  - Composer 8 Routing Applications (COMR81-DEV)

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Enterprise Workflow Management

INTELLIGENT WORKLOAD DISTRIBUTION 8.5 USAGE (IWD85-USE)
In intelligent Workload Distribution (iWD) 8.5 Usage, students learn the skills needed to perform business tasks within iWD Manager, with a focus on monitoring with the Global Task List. Note: This course is an add-on module for Rules Authoring Tool 8.5 Usage.

**Prerequisites**
- Courses required:
  - Rules Authoring Tool 8.5 Usage
- Skills/knowledge:
  - Familiarity with Genesys Administrator

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INTELLIGENT WORKLOAD DISTRIBUTION 8.5 DEPLOYMENT (IWD85-DPL)
In intelligent Workload Distribution (IWD) 8.5 Deployment, students engage in hands-on activities during which they install, configure, and test Genesys IWD. The course includes installation of the Genesys Rules System.

**Prerequisites**
Courses required (one of the following):
- Genesys Routing and Reporting Deployment (GRR8x-DPL)
- Genesys Framework, Routing, and Reporting Administration (FRR85-ADM)

Skills/knowledge:
- Familiarity with Genesys Framework and IRD

**Delivery**
- Instructor-led, Classroom 5 days
- Instructor-led, Virtual Classroom 30 hours

**Related Certifications**
Certification for this version may be available in 2016. Please check with your regional Genesys University training representative.

**Genesys Conversation Manager**

GENESYS RULES SYSTEM 8.5 DEPLOYMENT (GRS85-DPL)
Genesys Rules System 8.5 Deployment engages students in hands-on activities during which they install, configure, test and troubleshoot a Genesys Rules System deployment in a Windows environment. Students will explore rule templates in Eclipse, create new rules using the Rules Authoring Tool, and test them.

Note: This course does not teach native Drools Rules Language syntax.

**Prerequisites**
Courses:
- Framework Deployment (FWK8x-DPL) or Administration (FRR85-ADM), plus one of the following:
  - Routing and Solution Reporting Deployment (IRR8-DPL or GRR81-DPL)
  - Composer Voice (COMV8x-DEV)
  - Composer Route (COMR8x-DEV)
  - Genesys Framework, Routing, and Reporting Administration (FRR85-ADM)

Skills/knowledge:
- Familiarity with Genesys Administrator

**Delivery**
- Instructor-led, Classroom 4 days
- Instructor-led, Virtual Classroom 12 hour

**GENESYS RULES AUTHORING TOOL 8.5 USAGE (GRS85-USE)**
Genesys Rules Authoring Tool 8.5 Usage provides the skills necessary to perform business tasks within the Rules Authoring Tool, with emphasis on writing business rules based on existing templates.

**Prerequisites**
Skills/knowledge:
- Familiarity with Genesys Administrator

**Delivery**
- Instructor-led, Classroom 1 day
- Instructor-led, Virtual Classroom 6 hour
- Self-study, On-demand Scheduling varies.
GENESYS CONTEXT SERVICES 8.1 TECHNICAL OPERATIONS (CSRV81-OPT)
Genesys Context Services 8.1 Technical Operations provides students with the skills needed to configure and test Genesys Context Services. Using hands-on labs and demonstrations, students will learn how to activate the Context Services features and which kinds of data can be stored in the Universal Contact Server database. Students 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 (not applicable to version 8.5).

Prerequisites
Courses:
- Framework 8 Deployment (FWK8-DPL)
- Genesys Routing and Solution Reporting 8.1 Deployment (GRR81-DPL)
- Inbound Voice Routing and Solution Reporting 8 Deployment (IRR8-DPL)
- Inbound Voice Routing 8 Application Development using Composer (COMR8-DEV)
- Composer 8 for Voice Applications (COMV8-DEV)

Skills/knowledge:
- Familiarity with Genesys Administrator

Delivery
Instructor-led, Classroom 1 day
Instructor-led, Virtual Classroom 6 hour
Self-study, on-demand Scheduling varies.

Genesys Outbound Voice
OUTBOUND CONTACT 8 FOUNDATION (OCC81-FND)
Outbound Contact 8.1 Foundation gives students a high-level technical and functional understanding of Outbound Contact. Students learn through lecture, hands-on exercises, and demonstrations. This course covers the Genesys Outbound Contact Solution Architecture, outbound campaign essentials (including how to provision and monitor campaigns using Genesys Administrator), examination of Proactive Contact, and Outbound Contact deployment considerations. Outbound 8 Contact Foundation is the starting point for all other Outbound Contact Solution 8 courses in the Genesys University Curriculum.

Prerequisites
Courses:
- Framework 8 Foundation (FWK8-FND)

Skills/knowledge:
- Familiarity with Genesys Framework

Delivery
Instructor-led, Classroom 1 day
Instructor-led, Virtual Classroom 6 hour
Self-study, On-demand Scheduling varies.

Related Certifications
This is one of a set of courses recommended to prepare you for Genesys Certified Consultant—Outbound Voice 8 (GCP8-COV).
For detailed information on this certification, visit GU Certification.
**OPERATING OUTBOUND CONTACT 8 (OCC81-USE)**

Operating Outbound Contact 8.1 introduces students to the Genesys Outbound Contact Solution tools needed to create, run, and monitor Outbound Campaigns in the contact center. Using realistic examples and scenarios, students will learn to manage campaigns and calling lists in Genesys Administrator. Students will configure outbound campaign objects, manage calling lists (including do not call lists), manage campaigns, and monitor campaign results.

**Prerequisites**

- Courses:
  - Outbound Contact Foundation (OCC81-FND)
- Skills/knowledge:
  - Familiarity with Genesys Framework and Genesys Outbound Contact

**Delivery**

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**Related Certifications**

This is one of a set of courses recommended to prepare you for Genesys Certified Consultant—Outbound Voice 8 (GCP8-COV). For detailed information on this certification, visit [GU Certification](#).

**OUTBOUND CONTACT 8 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, students will learn how to install and configure Outbound Contact Server, trace outbound interactions, detect call progress, Outbound and the Genesys Media Server, advanced treatments, and basic troubleshooting.

**Prerequisites**

- Courses:
  - Framework 8 Deployment (FWK8-DPL)
  - Operating Outbound Contact 8 (OCC81-USE)
- Skills/knowledge:
  - Familiarity with Genesys Framework and Genesys Outbound Contact

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**Related Certifications**

This is one of a set of courses recommended to prepare you for Genesys Certified Consultant—Outbound Voice 8 (GCP8-COV). For detailed information on this certification, visit [GU Certification](#).
Self-Service

GENESYS VOICE PLATFORM 8.5 FOUNDATION (GVP85-FND)
Genesys Voice Platform (GVP) 8.5 Foundation gives students a high-level technical and functional understanding of the architecture of the Genesys Voice Platform in version 8.5. This course includes an overview of GVP and its architecture, GVP components and functional descriptions, and integration with SIP Server and other Genesys components. This course is the starting point for all other Genesys Voice Platform 8 courses in the Genesys University curriculum.

Prerequisites
Skills/knowledge:
- Familiarity with Genesys Framework

Delivery
Instructor-led, Classroom: 1 day
Instructor-led, Virtual Classroom: 6 hours

Related Certifications
This is one of a set of courses recommended to prepare you for Genesys Certified Consultant—Voice Platform 8 (GCP8-GVP). For detailed information on this certification, visit GU Certification.

GENESYS VOICE PLATFORM 8.5 DEPLOYMENT (GVP85-DPL)
Genesys Voice Platform 8.5 Deployment provides students with skills needed to plan, install, and configure the Genesys Voice Platform (GVP) in version 8.5. Using hands-on labs and demonstrations, students will learn to install and configure GVP components and how to integrate GVP with Genesys Framework, SIP Server, and Routing. This course covers deployment planning, installation best practices, overview of supported third-party software, GVP components installation and configuration, CTI functionality overview, basic logging, and troubleshooting.

Note: The course is recommended for customers using GVP version 8.1.7 or 8.5.x.

Prerequisites
Courses:
- Genesys Voice Platform 8.5 Foundation (GVP85-DPL)
- Framek 8 Deployment (FWK8-DPL)

Delivery
Instructor-led, Classroom: 3 days
Instructor-led, Virtual Classroom: 18 hours

Related Certifications
This is one of a set of courses recommended to prepare you for Genesys Certified Consultant—Voice Platform 8 (GCP8-GVP). For detailed information on this certification, visit GU Certification.

GVP 8 TROUBLESHOOTING WORKSHOP (GVP8-TS)
Genesys Voice Platform Troubleshooting Workshop focuses on concepts and skills needed to troubleshoot the Genesys Voice Platform (GVP) in version 8.1. Students will analyze GVP logs and solve common GVP issues, learn how to troubleshoot third-party call recording, and learn about call progress analysis and 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 most from this workshop.

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

Delivery
Instructor-led, Classroom: 3 days
Instructor-led, Virtual Classroom: 18 hours
Business Edition

BUSINESS EDITION PREMISE ROUTING USAGE ELIBRARY (BEP81-USE)
Business Edition Premise Routing Usage provides an overview of Business Edition Premise and its out-of-the-box routing. Through lesson content, learning checks, and activities, students will learn how to create and update audio resources and parameter groups that are specific to Business Edition Premise routing.

**Delivery**  
Self-study, On-demand  
Scheduling varies.

BUSINESS EDITION PREMISE 8 DEPLOYMENT ELIBRARY (BEP81-DPL)

**Delivery**  
Self-study, On-demand  
Scheduling varies.

**Related Certifications**  
This course is a pre-requisite for Genesys Certified Associate—Business Edition Premise 8 (GCA8-BEP). For detailed information on this certification, visit [GU Certification](#).

USING AGENT DESKTOP (WWE85-USE-CE)
Using Agent Desktop provides students with knowledge and skills to use Agent Desktop for managing the customer service experience.

**Delivery**  
Instructor-led, Classroom  
1 days  
6 hours

USING GENESYS CLOUD (CLD85-USE-CE)

**Delivery**  
Instructor-led, Classroom  
2 days  
2 hours

DESIGNER FOR DEVELOPERS (DSN85-DEV-CE)
Designer for Developers provides students with knowledge and skills to create and update their self-service and assisted-service applications.

**Prerequisites:**  
- Introduction to Genesys Cloud  
- Designer for Business Users

**Delivery**  
Instructor-led, Classroom  
2 days  
12 hours
Proactive Communication
GENESYS PROACTIVE ENGAGEMENT 8 FOUNDATION (GPE81-FND)
Genesys Proactive Engagement 8.1 Foundation delivers the knowledge that users of the Genesys Proactive Engagement solution need. Students learn about the architecture, components, flow, and key concepts of Genesys Proactive Engagement.

Prerequisites
Courses:
- Genesys Framework 8.x Foundation
Skills/knowledge:
- Genesys Rules System (recommended)
- Genesys eServices (recommended)
- Genesys Orchestration Platform (recommended)

Delivery
Instructor-led, Classroom 1 day
Instructor-led, Virtual Classroom 6 hours

Related Certifications
Certification for this version may be available in 2016. Please check with your regional Genesys University training representative.

GENESYS PROACTIVE ENGAGEMENT 8 DEPLOYMENT (GPE81-DPL)
Genesys Proactive Engagement 8.1 Deployment provides the skills that technical users of the Genesys Proactive Engagement solution need. Students will deploy and configure the components, develop a Proactive Engagement application, and test their installation.

Prerequisites
Courses:
- Genesys Proactive Engagement 8 Foundation
- Genesys eServices 8 Deployment
- Genesys Rules System 8 Deployment (recommended)
- Context Services 8 Technical Operations (recommended)

Delivery
Instructor-led, Classroom 2 days
Instructor-led, Virtual Classroom 12 hours

Related Certifications
Certification for this version may be available in 2016. Please check with your regional Genesys University training representative.
Genesys Callback

GENESYS CALLBACK (GCB85-ADM)
Genesys Callback Administration 8.5 is designed to train students about Genesys Callback (GCB), along with how to deploy and configure GCB.

Prerequisites
Courses:
- Framework Deployment
- Routing and Reporting Deployment
- eServices Deployment
- SIP Deployment

Skills/knowledge:
- Framework installation experience
- Orchestration Platform installation experience
- eServices chat installation experience
- SIP Server installation experience
- Media Server installation experience
- Resource Manager installation experience

Delivery
Instructor-led, Classroom 2 days
Instructor-led, Virtual Classroom 12 hours

Related Certifications
Certification for this version may be available in 2016. Please check with your regional Genesys University training representative.
Genesys University Contacts

We want you to maximize your Genesys investment. Whether you need more information or advice about the type of training that’s right for you—or if you’re looking for a public class or an on-site session—our dedicated instructional designers and experts are here to help.

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Genesys, creator of the world’s #1 Customer Experience Platform, empowers organizations to build exceptional customer relationships with personalized, omnichannel experiences across all journeys in the customer lifecycle. For over 25 years, we have put the customer at the center of all we do, and today, we continue to passionately believe that great customer experience drives great business outcomes. Trusted by over 4,700 customers in 120 countries, Genesys orchestrates over 25 billion interactions per year in the cloud and on premises.

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