Exam Study Guide

Genesys Certified Professional 8 System Consultant, Voice Platform (GCP–CVP8)

Exam Code
GE0-820

Product Supported:
This exam supports Genesys Voice Platform software version 8.5. Candidates using an earlier version of Voice Platform are advised to contact their local Genesys Training Center before registering for this exam.

Type of Exam
Multiple choice and multiple select questions

Certification Level
Professional level

Length
70 questions

Passing Score
70% correct

Exam Language
English-only

Timing
GE0-820: The exam is timed for 80 minutes.
GE0-820e: The exam is timed for 100 minutes for non-English speaking candidates

Exam Location
Kryterion online or exam testing centers worldwide

Genesys certification exams can be taken on your own online or scheduled at one of 750 Kryterion test centers worldwide, providing you with two convenient means of getting certified at your own time and location.

IMPORTANT: If you are taking the exam online, please download and read the proctored online exam setup and requirements.

Exam Price
Check with Genesys University Training Registration for current price information. Prices may vary depending on country where exam will be delivered. You will need to obtain an exam voucher code which will be used during the payment process. Check if your company has prepaid your exam fees or if your company qualifies for exam discounts.

Exam Registration
Exam candidates must first contact their local Genesys Training Center before registering for an exam. The Genesys Training Coordinator will collect your exam fees and give you a certification voucher code to use when registering for your exam. You will be asked to log-in or complete a profile for a New User. You may select a date, time and location for your exam. Use the exam voucher number in the field Promotion Code during exam registration. Be sure to check the expiration date of your exam voucher code.

Exam Reschedule
If you need to reschedule your exam, please do so no less than 72 hours from the scheduled date and time in your region. Penalty fees will incur for exams rescheduled less than 3 days before the scheduled date and time.

Canceling Exam
You can cancel your scheduled exam however, please keep in mind that the voucher number is for one-time use. You will not be able to use the same voucher number if you schedule an exam after you cancel a prior appointment. You will need to contact Genesys Training for a replacement voucher. All voucher numbers are tracked and monitored.
Exam Description
The GCP – System Consultant for Voice Platform (GCP – CVP8) certification validates the candidate's comprehensive understanding of the installation, configuration and basic support of Genesys Voice Platform version 8.5. A GCP-CVP8 individual is recognized as having achieved the foundation knowledge skills needed to plan, install and configure the Genesys Voice Platform (GVP) version 8 and to install and configure GVP components. The exam includes questions on product and architecture overview, deployment planning; installation best practices; overview of supported third-party software; GVP components installation and configuration (including Genesys SIP Server); overview of testing the configuration using Genesys Composer; overview of GVP integration including CTI integration; basic logging and system monitoring.

Who should take this exam?
The GCP – System Consultant for Voice Platform (GCP-CVP8) certification exam is primarily targeted at consultants, system administrators and approved subcontractors worldwide that assist Genesys partners and customers in planning, installation and configuration of a Genesys GVP Solution.

Preparing to take the exam
Genesys University highly recommends that candidates seeking certification follow the certification preparatory track. The preparatory track, coupled with hands-on experience will increase the probability of passing the exam. You are not required, however, to complete the training courses prior to taking the certification exam. If you feel you have considerable, real-world experience using the Genesys Voice Platform Solution, then you may register and take the exam at any time.

The following training courses are considered the recommended preparatory training courses for the GCP-System Consultant, Voice Platform exam track:

Prerequisite courses:
  Recommended:
    • Framework Foundation 8.1 (FWK8-FND)
      • http://www.genesys.com/GU/Course-Outlines/FWK81-FND_100a-Course-Details.pdf
  Required:
    • Genesys Voice Platform 8-Foundation (GVP 8-FND)
    • Framework 8 Deployment (FWK 8-DPL)
      • http://admin.viewcentral.com/events/uploads/genesys/FWK81-DPL_100a%20Course%20Details.pdf
    • Genesys Voice Platform 8-Deployment (GVP 8-DPL)
    • Hands-on experience using Genesys Voice Platform version 8 in a production environment

Additional study materials: Product documentation from http://docs.genesys.com/Documentation/GVP

Prior to registering for the GCP-CVP8 exam, students should review the certification exam set up and requirements at http://www.genesys.com/services/genesys-university/certification/certification-registration.
GCP – CVP8 Exam Topic Categories

Topic 1: Overview and General Architecture

Demonstrate an understanding of the overview of Genesys Voice Platform Version 8 (GVP 8) Technology.
- Genesys Voice Platform version 8 Product Overview
  - Describe voice self-service
  - Describe the Genesys Voice Platform Solution
- Genesys Voice Platform Architecture
  - Overview of Genesys Voice Platform Architecture
- Genesys Management Framework 8, CIM Platform and GVP 8
  - Explain how Genesys Management Framework and the CIM Platform handle interactions for GVP 8
  - Framework 8 and GVP Interfaces
  - Genesys SIP Server as a media interface
  - Genesys SIP Server as the Proxy for GVP
- Describe the GVP 8 components and functions
  - GVP architecture and required application dependencies
- GVP components that are integrated with third-party products
- Optional GVP Integration Options
  - Describe which optional GVP components are needed for different types of integrations

Topic 2: Business and Deployment Planning

Demonstrate the ability to take the project from business planning into a more technical/logistical phase. With these skills a consultant could identify specific needs for: solution software, databases, and deployment.
- Describe key considerations when planning a GVP 8 deployment
  - Overview of voice self-service solution deployments
  - Describe High Availability (HA) options
  - Sizing considerations
  - Capacity and performance planning
- Explain the features and benefits of using a Genesys Voice Platform Solution
  - Business cases for voice self-service
- Planning for single and multi-tenant environments
- Describe GVP 8 hardware and software requirements
- Using GVP 8 with Framework 8
  - Identify the GVP prerequisites
  - Explain role of Genesys Administrator
  - Explain Metadata
  - Define how to integrate GVP with a network management system through SNMP

Topic 3: Preparing the Environment for GVP Install

Demonstrate the understanding of how to prepare the environment for a new GVP 8 installation
- Identify the recommended steps needed to prepare the environment before installing GVP 8
  - Configure Windows settings on each GVP host
  - Assign GVP host names and IPO addresses
  - Install ASR and TTS servers, if used, prior to GVP installation
  - Create Application Objects
  - Configure dedicated SIP ports in Genesys Administrator
- Configure the GVP components for a new install
- Introduction to different GVP integration scenarios
**Topic 4: Installation of GVP 8 Components**

Demonstrate the knowledge of how to perform the recommended steps when installing GVP components

- Perform recommended installation steps:
  - Install and configure third-party hardware and software for ASR and TTS
  - Configure Windows services and settings
  - Install Framework and Genesys Administrator
  - Add all host objects to Framework configuration
  - Install LCA on all GVP hosts
  - Install and configure Genesys SNMP Master Agents (optional)
- Install and configure GVP components (Resource Manager, Media Control Platform, Call Control Platform, Reporting Server)
- Set up Reporting Server database
- Install and configure SIP Server
- Install and configure Composer
- Verify and test the GVP 8 Installation
  - Use Composer to test and verify a GVP installation
  - Testing Reporting Server

**Topic 5: Provisioning GVP 8**

Demonstrate an understanding of how to provision a GVP Solution:

- Provision the GVP core components
  - Integrate Applications
  - Create a Solution Object

**Topic 6: Monitoring a GVP 8 Deployment**

Demonstrate the ability to identify, diagnose, and validate installation and configuration when deploying a Genesys 8 Voice Platform Solution. Also demonstrate the ability to resolve problems with GVP 8 components in production. This differs from "Installation validation" in that it may show the deeper and/or broader understanding of the Genesys Voice Platform Solution that comes with working with the product six months or more.

- Describe basic monitoring of GVP components:
  - Using GVP Dashboards
- Describe GVP 8 Reporting
  - Use GVP reports
  - GVP reporting architecture
  - GVP reporting data and data processing
  - GVP real-time reports
  - GVP historical reports
  - GVP VAR reports
  - Service Quality Reporting
- Describe the three main points of reporting failure
  - Administrator to Reporting Server failure
  - Reporting Server to DB failure
  - Reporting Client to Server failure
- Reading GVP logs
  - Explain the EMS logging interface
Genesys Certification Registration

Step 1: Obtain your exam voucher code by contacting your local Genesys University Training Registration representative. A sample voucher code attached to a confirmation email is shown below.

Step 2: Visit the Genesys Certification Registration website. Create a new profile and register to schedule your exam.

Step 3: During checkout, enter the voucher code in the field Promotion Code.

For more information about Genesys Certification, please contact your local Genesys University training center or click here: http://www.genesyslab.com/about/training/certification_programs.asp