Exam Study Guide: Genesys Certified Professional 8 System Consultant, Inbound Voice (GCP8 - CIV)

Exam Code: GE0-801

Product Supported: This exam supports Genesys Inbound Voice software version 8. Candidates using an earlier version of Inbound Voice 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: 80 questions (80 points possible)

Passing Score: 70% correct (56 points = 70%)

Exam Language: English-only

Timing:
- GE0-801: The exam is timed for 100 minutes.
- GE0-801e: The exam is timed for 120 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.
Eligibility and Target Audience

The Genesys Certified Professional (GCP) program is open to current Genesys customers, partners and employees only. Passing the exam is only one part of the certification process. Genesys will need to verify that you are eligible for Genesys Certification before we can issue you a certificate and recognize your status as a Genesys certified Engineer or Professional. If you have any questions regarding your eligibility, please contact your local Genesys University training center.

The GCP8 – System Consultant for Inbound Voice (CGP8 – CIV) certification is primarily targeted at consultants, system administrators and approved subcontractors worldwide that assist Genesys partners and customers in planning, installation and configuration. This certification validates the candidate's comprehensive understanding of the Genesys Framework 8 architecture and deployment practices, Inbound Voice Routing 8 and Solution Reporting 8 components related to inbound routing of voice interactions. A Genesys Certified Professional – System Consultant for Inbound Voice is recognized as having achieved foundation knowledge in implementation procedures, basic troubleshooting and maintenance of Genesys inbound voice products.

Preparing for 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 Genesys Inbound Voice products (specifically Framework 8), then you may register and take the exam at any time.

In either case, Genesys University encourages you to review the materials in this Study Guide to help you prepare for the GCP8 – CIV exam.

Genesys Certification Roadmap for the GCP8 – CIV Exam

The GCP8-CIV certification exam provides a defined path for individuals to take their CIV 8 exam after they complete the FWK 8-FND and FWK 8-DPL courses.

The GCP8-CIV exam will contain new questions supporting the FWK 8-FND and FWK 8-DPL courses. The exam will contain revised questions supporting Inbound Voice Routing 8 topics including Solution Reporting 8.

Candidates should check the Genesys University Training web page or contact your local Genesys University office for information on the availability of the recommended training courses.
CGP8 – CIV Certification Preparatory Track

Genesys Certified Professional v8 – System Consultant, Inbound Voice (GCP8-CIV)
- Framework 8 Foundation (FWK 8-FND) – 1 day
- Framework 8 Deployment (FWK 8-DPL) – 4 days + 1 week Post Training Lab
- Inbound Voice Routing and Solution Reporting 8 Deployment (IRR 8-DPL) – 5 days

Note: Selected Genesys University courses are available as an Instructor-led (ILT) or online Virtual Classes (VC). Refer to the Genesys University Master Course List for a description of these the offerings.

GCP8-CIV Exam Topics

The GCP8-CIV exam topics are organized into six topic categories that represent the tasks required by a System Consultant when installing, implementing and supporting a Genesys Framework 8 Inbound Voice solution with routing and reporting. The required knowledge and skill sets might be obtained from the FWK 8-FND, FWK 8-DPL and RRI 7 training courses, Transfer of Information (TOI) presentations, sales presentations, technical documentation or working with Framework, Routing, and Solution Reporting at a foundation level. The emphasis and number of questions for each topic category varies depending on the tasks typically performed at a foundation-level by a System Consultant, Inbound Voice.

1. Product Overview and Architecture

Demonstrate an understanding of the Genesys Framework 8 architecture
- Identify and define terms used by Genesys to describe the Customer Interaction Management (CIM) Platform v8 components and their functions
- Describe the architecture and functionality of Genesys Framework 8 which includes:
  - How the key components are organized into different layers
  - Configuration Layer
    - Configuration DB Server
    - Configuration Server
    - Configuration Database
  - Interaction Layer
    - Genesys Administrator
    - Web Server
  - Management Layer
    - LCA
    - Log DB Server
    - LogDAP
    - Message Server
    - Log Database
    - Solution Control Server
  - Media Layer
    - T-Server
    - Interaction Server
    - SIP Server
  - Services Layer
    - Stat Server
    - DB Server

Demonstrate an understanding of the Enterprise Routing Solution (ERS)
- Describe how routing strategies are implemented
- Describe a call flow for a typical interaction

Describe the architecture of Genesys Reporting 7
- Describe the purpose and characteristics of various Genesys Reporting 7 components
2. Business and Deployment Planning

Demonstrate the ability to plan a Genesys 8 Framework with Genesys 7 Routing and Reporting Solution. Describe how to assess the needs, goals, and policies of the business. This is often referred to as the "Discovery" phase of the project.

- Describe basic technical dependencies that will affect a Genesys Framework 8 deployment
  - Installation types:
    - single or multi-tenant
    - single or multi-site environment
  - Describe a multi-host deployment of the Genesys Framework
  - Describe how the deployment will be affected by variety of factors
    - physical resources (memory, storage, CPUs) and network traffic
    - if multi-threaded applications
    - with or without HA
    - with or without the Simple Network Management Protocol (SNMP) option
    - to configure objects and parameters for a Cost Based Routing Solution in CME
    - to maximize service availability
  - Use and interface with Genesys resources such as Genesys technical publications and technical support to research implementation questions and analyze possible deployment problems

A distributed design also brings with it greater complexity. A Genesys system typically consists of multiple software applications running on different hosts and communicating over a network.

3. Installation

Describe how to perform a Genesys 8 Framework installation:

- Describe the Framework 8 Installation methodology :
  - Import template, create application, configure application, run setup.exe
- Describe how Genesys Administrator is used during installation
- Describe how to validate installation of Framework, Routing and Reporting

4. Configuration

Demonstrate ability to set options that affect how Genesys components behave and to configure contact center resources used by Genesys such as application and switch objects.

- Configure Framework to specifications
  - Identify GUI configurations
- Configure a Routing Solution to specifications
- Configure Reporting to specifications
- Import templates, create and configure application
- Demonstrate use of custom templates in CC Pulse +
- Describe how to use the Genesys Agent Desktop (GAD) for Attached Data
  - Demonstrate importance, setup and use.
- Determine default routing and its order of precedence
- Describe Time Profiles, Time Ranges and Filters
- Describe the purpose of Virtual Queues
- Describe the purpose and use of Virtual Agent Groups and the relationship with Skills based routing
- List the primary methods of enabling security in the Genesys Framework
  - Describe Role Based Access Control
  - Configure Accounts and Access Groups
- Describe the set up and use of logging options
5. Using Framework 8, Routing and Reporting

Demonstrate ability to use a Genesys Graphical User Interface at a basic user level to view, select and enter data. Demonstrate the ability to use the Framework 8, Routing and Reporting to:

- Demonstrate understanding of Report Layouts (CCA)
- Generate screen pop
- Create and test a simple agent or queue routing strategy
- Create virtual queues for reporting
- Create and test a view in CC Pulse+
- Produce a populated CC Analyzer canned report

6. Monitoring a Framework 8, Routing 7 and Solution Reporting 8 Solution

Describe how to monitor a Framework 8 deployment and report problems:

- Describe how to use Genesys Administrator to view status of Framework 8
- Describe the different log messages that are available
  - T-Library messages
  - SIP messages
- Describe log levels available
- Read and interpret basic log messages which includes but is not limited to:
  - Events and Requests
- Describe alarm management
  - Describe alarm conditions
  - Describe alarm reactions
- Demonstrate an ability to monitor, maintain, and troubleshoot the components of Framework, Routing, and Reporting Solutions which includes but is not limited to:
  - describe special accounts and access privileges
  - navigate and interpret SCI
  - create and use alarms
  - analyze call flows

7. Orchestration Platform

Demonstrate an understanding of the Genesys Orchestration Platform:

- Describe architecture and functionality as it relates to the Genesys Orchestration Platform
  - Orchestration Server
  - URS
  - Composer
- Describe how routing is implemented with Orchestration Platform

Reference Materials Available

Your training course materials are an excellent source of information for exam review. Other Genesys reference materials you can use for exam preparation are available from the Genesys website:

- Genesys Tech Support Website: http://genesyslab.com/support/home/index/
  - Select Documentation and search by product and major release
- Genesys Documentation Library CD (good resource for architecture, planning, deployment, and system monitoring)
  - The Documentation Library CD is distributed in Genesys training classes or from Genesys directly
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 an confirmation email is shown below.

![Sample Voucher Code Email]

**Step 2:** Visit the Genesys Certification Registration website (beginning September 3, 2013). Create a new profile and register to schedule your exam.

![Genesys Certification Registration Website]

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

The practice questions below are additional questions that have not been used in the actual exam, but are representative of typical questions that an exam candidate may face.

Select one answer that best answers the question or completes the statement.

1. Services Layer provides an interface for Genesys components to which of the following?
   a. Database management systems
   b. T-Servers
   c. Tenants
   d. Switches

2. Which of the following includes all of the possible modes in which a Configuration Server can be deployed?
   a. Configuration Server Primary, Configuration Server Secondary
   b. Configuration Server Primary Master, Configuration Server Secondary Master, Configuration Server Proxy
   c. Configuration Server Primary Master, Configuration Server Secondary Backup, Configuration Server Proxy
   d. Configuration Server Master Primary, Configuration Server Master Backup, Configuration Server Proxy

3. What is the term used for the unique identifier that T-Server allocates to each interaction?
   a. Call ID
   b. Event ID
   c. Object ID
   d. Connection ID

4. A Configuration Server Proxy is required when deploying every Framework 8.0 solution. True or False?
   TRUE     FALSE

5. Genesys Administrator will run in a Java-based web application server, such as Apache Tomcat. True or False?
   TRUE     FALSE
6. Which of the following is a valid Genesys Topology? (Select 3)
   a. 1 Configuration Server, 2 Proxy Configuration Servers, 1 switch, 1 T-Server, 3 StatServers, 1 URS
   b. 2 Configuration Servers, 1 Proxy Configuration Server, 1 switch, 1 StatServer, 1 URS
   c. 1 Configuration Server, 3 switches, 1 T-Server, 1 StatServer, 1 URS
   d. 1 Configuration Server, 1 switch, 1 T-Server, 1 SIP server, 3 StatServers, 1 URS
   e. 3 Configuration Servers, 2 SIP Servers, 5 StatServers, 1 URS
   f. 1 Configuration Server, 1 switch, 1 T-Server, 1 StatServer, 5 URS

7. Which of the following is used to provision applications in Framework 8?
   a. Genesys Administrator
   b. iWD Manager
   c. Orchestration Server
   d. Interaction Server

8. When using the Framework 8 Installation Media, which of the following will NOT be deployed by the configuration wizards?
   a. Configuration Layer
   b. Management Layer
   c. Switch Objects
   d. DN's & Places

9. In the configuration file used by Configuration Server what is the name of the section where you define Configuration Server’s operational options?
   a. [default]
   b. [confserv]
   c. [configserv]
   d. [cfgservopt]

10. From which connection tab is the connection between a Genesys client and a Genesys server specified?
    a. Client application configuration object
    b. Server application configuration object
    c. Both Client and Server application configuration objects
    d. Neither Client nor Server application configuration object. The connection is implicit.
11. Which of the following applications do NOT require an application configuration object in the Configuration Layer? (Choose 2)

   a. LCA
   b. Message Server
   c. Log DB Server
   d. Configuration DB Server
   e. SCS
   f. SCI

12. What is the name of the Configuration Layer application object section where you can configure logging?

   a. log
   b. verbose
   c. debug
   d. info

13. Which one of the following products does NOT need an entry in the license file?

   a. Distributed Configuration Server
   b. DB Server
   c. T-Server
   d. URS

14. Using Genesys Administrator, where would you set a routing-related configuration option in a DN?

   a. can be set in any of the DN's tabs
   b. in the DN's Annex tab Options Tab, Advanced View
   c. in the DN's General tab
   d. in the DN's Security tab

15. Which statement is correct?

   a. You cannot define the roles for Configuration Manager in Genesys Administrator.
   b. While you can assign skills to multiple Agents at one time using 'Manage Skills' in Genesys Administrator, you cannot do this in Configuration Manager.
   c. While you can assign skills to multiple Agents at one time using 'Manage Skills' in Genesys Administrator, you cannot do this in Configuration Manager.
   d. Role-based access control is configured and used by both Configuration Manager and Genesys Administrator.
16. The primary reason that repositories are defined in Genesys Administrator is so that:
   a. Third party applications can access configuration data through the web interface
   b. Genesys Administrator can install software on a remote host
   c. Genesys Administrator can display logs
   d. Genesys Administrator can create a backup copy of the configuration

17. Which of the following modules are visible in the 'Monitoring' tab of Genesys Administrator? (Choose 3)
   a. Dashboard
   b. Applications
   c. Active Alarms
   d. Centralized Log
   e. Switches

18. Which two storage types are new with version 8 of CCPulse+? (Choose 2)
   a. SCXML
   b. XML
   c. Binary
   d. None of the above

19. Refer to the figure. Which CCPulse+ option controls displaying the skills associated with selected agents in the Extended Current State window as shown in the figure?
   a. ExtendedCurrentStatus
   b. EnableAgentCapacity
   c. ShowAgentSkills
   d. CurrentStatus

20. Which of the following is the option that controls ODS table size?
   a. segment
   b. conf-check-interval
   c. data-table-size
   d. None of the above

21. Which of the following is the option that defines a default destination for routing interactions if the routing strategy fails to route the interaction?
   a. default_object
   b. event_arrive
   c. default_destination
   d. unloaded_cdn
22. Refer to the figure taken from the Solution Control Server log. Message number 5093 is the clearance event for Service Unavailable. True or False?

   TRUE   FALSE

23. Within Genesys Administrator, where you can quickly view the number of applications started, the last 10 log records, and last 10 alarms?

   a. Dashboard
   b. Environment
   c. EMPS
   d. EMPS

24. Refer to the figure. In the Universal Routing Server (URS) log provided, which log entry contains the caller entered digits?

   a. AttributeThisDN
   b. AttributeLastDigit
   c. AttributeExtension
   d. AttributeCollectedDigits

25. Refer to the image. Given the status reported in IRD, which of the following is true?

   a. It is not currently possible to load/release strategies using IRD
   b. It is not currently possible to view the Event Log in IRD
   c. It is not currently possible to view activity in the Trace View
   d. It is not currently possible to view activity in the Trace View

26. Which statement is true?

   a. You only need to use the monitoring tab of the Genesys Administrator to view the status of an individual application object.
   b. URS and IRD must be connected to Message Server in order to monitor strategy performance.

27. What components make up Orchestration Platform? (choose 2)

   a. T-Server
   b. Interaction Server
   c. Universal Routing Server
   d. Orchestration Server
   e. SIP Server
28. What is not a role of a Super node?
   a. Maintains connections to all ORS
   b. Handles Failover
   c. Manage and Notifies all TServers for workload distribution
   d. Notifies members of nodes when a node fails
   e. 

29. Which application is responsible for Fetching SCXML?
   a. URS
   b. ORS
   c. SIP Server
   d. Web Application Server

30. Which application is best described with following statement: “Offers an open standards-based platform with a State Chart extensible Markup Language (SCXML) engine that enables intelligent distribution of interactions throughout the enterprise, whether you have a single-tenant or a multi-tenant environment?”
   a. IRD
   b. URS
   c. Cassandra
   d. ORS
Answers to Practice Questions

1. correct_answer = “a”
2. correct_answer = “d”
3. correct_answer = “d”
4. correct_answer = “b”
5. correct_answer = “b”
6. correct_answer = “a,d,f”
7. correct_answer = “a”
8. correct_answer = “a”
9. correct_answer = “b”
10. correct_answer = “a”
11. correct_answer = “a,d”
12. correct_answer = “a”
13. correct_answer = “b”
14. correct_answer = “b”
15. correct_answer = “a”
16. correct_answer = “b”
17. correct_answer = “a,c,d”
18. correct_answer = “b,c”
19. correct_answer = “c”
20. correct_answer = “c”
21. correct_answer = “c”
22. correct_answer = “a”
23. correct_answer = “a”
24. correct_answer = “d”
25. correct_answer = “c”
26. correct_answer = “b”
27. correct_answer = “c,d”
28. correct_answer = “c”
29. correct_answer = “b”
30. correct_answer = “d”

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