Exam Study Guide

**Genesys Certified Professional 8**

**System Consultant, Voice Platform**

(GCP8 - CVP)

<table>
<thead>
<tr>
<th>Exam Code</th>
<th>GE0-803</th>
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</thead>
<tbody>
<tr>
<td>Product Supported:</td>
<td>This exam supports Genesys Voice Platform software version 8. Candidates using an earlier version of Voice Platform are advised to contact their local Genesys Training Center before registering for this exam.</td>
</tr>
<tr>
<td>Type of Exam</td>
<td>Multiple choice and multiple select questions</td>
</tr>
<tr>
<td>Certification Level</td>
<td>Professional level</td>
</tr>
<tr>
<td>Length</td>
<td>65 questions (65 points possible)</td>
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<tr>
<td>Passing Score</td>
<td>70% correct</td>
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<tr>
<td>Exam Language</td>
<td>English-only</td>
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<tr>
<td>Timing</td>
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<td></td>
<td>GE0-803: The exam is timed for 80 minutes.</td>
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<td>GE0-803e: The exam is timed for 100 minutes for non-English speaking candidates</td>
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<thead>
<tr>
<th>Exam Location</th>
<th>Kryterion online or exam testing centers worldwide</th>
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<tr>
<td></td>
<td>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. <strong>IMPORTANT:</strong> If you are taking the exam online, please download and read the <a href="#">proctored online exam setup and requirements</a>.</td>
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</table>

| 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 Study Guide

Exam Description
The GCP8 – System Consultant for Voice Platform (GCP8 – CVP) certification validates the candidate’s comprehensive understanding of the installation, configuration and basic support of Genesys Voice Platform version 8. A GCP8-CVP individual is recognized as having achieved the 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 GCP8 – System Consultant for Voice Platform (GCP8-CVP) 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 GCP8-System Consultant, Voice Platform exam track:

Prerequisite courses:
Recommended:
- Framework Overview or Update course (FWK 8-FND, FWK 8-PUP) FRO 7 may be acceptable
- Basic Genesys routing knowledge (previously completed BRD 7, RRO 7)
- Basic Genesys SIP Server knowledge (previously completed SIP 8-FND, IPO 7)

Required:
- Genesys Voice Platform 8-Foundation (GVP 8-FND)
- Framework 8 Deployment (FWK 8-DPL)
Genesys Voice Platform 8-Deployment (GVP 8-DPL)
Hands-on experience using Genesys Voice Platform version 8 in a production environment

Prior to registering for the GCP8-CVP exam, students should review the published exam description and refer to the Genesys Certified Professional web page for a detailed description of the exam:

1. http://www.genesyslab.com/training/certified_professional_program.asp
2. Select: “Technical Certifications Available”
3. Select the GCP8-CVP Certification Exam Study Guide to view the recommended preparatory track for the exam and the key exam topics covered by this exam.

Reference Materials Available
Your training course materials are an excellent source of information for exam review. You can also use other Genesys reference materials to prepare for your exam:

- Genesys Tech Support Website: http://genesyslab.com/support/home/index/
  o Select Documentation and search by product and major release
- Genesys Documentation Library CD (good resource for architecture, planning, deployment, and system monitoring)
  o The Documentation Library CD is distributed in Genesys training classes or from Genesys directly
- Genesys Voice Platform 8.0 Deployment Guide

GCP8 – CVP Exam Topic Categories
The GCP8 - CVP exam topics are organized into six topic categories. Below are descriptions of the topics and corresponding knowledge and skill sets that represent the tasks required by a System Consultant when installing, deploying and supporting a Genesys Voice Platform Solution implementation. The required knowledge and skill sets might be obtained from the GVP 8-FND, FWK 8-DPL and GVP 8-DPL 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 for the Genesys Voice Platform.

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
  o Describe voice self-service
  o Describe the Genesys Voice Platform Solution
- Genesys Voice Platform Architecture
  o Overview of Genesys Voice Platform Architecture
- Genesys Management Framework 8, CIM Platform and GVP 8
  o Explain how Genesys Management Framework and the CIM Platform handle interactions for GVP 8
  o Framework 8 and GVP Interfaces
  o Genesys SIP Server as a media interface
  o Genesys SIP Server as the Proxy for GVP
- Describe the GVP 8 components and functions
  o 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
- 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**
  - Fetching Module
  - Create a Solution Object
  - Integrate Application Objects Server
  - Create a connection to a Message Server

- **Creating GVP resources**
  - Define the purpose of logical resource groups
  - Provision the resources for the Resource Manager

- **Create and provision IVR Profiles**
  - Configure and provision IVR Profiles
  - Map and test an IVR Profile

- **Policy Management**
  - Define Dialing and Call Information Rules
  - Create Burst Policies
  - Configure Call Information Rules

- **Overview of how to use Composer to import, run and deploy a voice application**
  - Describe functions of Composer
  - Describe how to use Perspectives and Views

- **Configure the Reporting Server**
  - Setting up the Reporting Server User Interfaces
  - Configure Reporting Server logging and messages
  - Setting up Reporting Server database

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
  - Read and interpret GVP 8 logs
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.

![Confirmation Email]

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

![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.

1. Which of the following standards does GVP 8 support? (Choose 5)
   A. BASIC
   B. CCXML
   C. CSharp
   D. HTTP
   E. MRCP
   F. SIP
   G. VoiceXML

2. You can create and configure MRCP applications, that you plan to integrate with Speech Servers, in both Genesys Configuration Manager and in Genesys Administrator.
   True    False

3. Which of the following components listed are considered optional in a GVP 8.1 Solution? (Choose 6)
   A. Call Control Platform
   B. IVR Server
   C. Composer
   D. Supplementary Services Gateway
   E. Speech Server
   F. Resource Manager
   G. CTI Connector
   H. Media Control Platform

4. Which of the following statements pertaining to GVP 8 and Resource Manager is NOT true?
   A. All the SIP Resources used within a GVP 8 solution are managed by Resource Manager
   B. Resource Manager allows the operator to configure usage limits of each resource.
   C. Resource Manager monitors the health of each resource.
   D. MCP is a resource type
   E. Reporting Server is a resource type
   F. A Gateway is a resource type

5. GVP 8 supports HTTP and HTTPS
   True    False

6. Role Based Access control in GVP 8.1.2 is available only through Genesys Administrator.
   True    False

7. Which of the following GVP 8 components do NOT support High Availability?
   A. MCP and CCP
   B. Reporting Server
   C. Resource Manager
   D. SIP Server
   E. None of the above. All of these components DO support high availability.

8. Composer is based on the Eclipse Web Tools Platform. Therefore, Composer only supports debugging of JSP-based projects and does NOT support debugging of ASP.Net.
   True    False

9. Which types of DNs in SIP Server must be created to forward INVITES to-and-from GVP?
   A. Voice Over IP Service
   B. Extension

Exam Study Guide
10. Local Control Agent must be installed on all servers hosting GVP components in order to be monitored by the Genesys Management layer.
   True False

11. During GVP 8.x configuration, ASR and TTS must be configured with the Call Control Platform IP address and port number.
   True False

12. You must enable SQLXA Transactions on MS SQL server as a prerequisite for the GVP Reporting Server.
   True False

13. When configuring GVP 8, which of the following groups of functions can be performed through Genesys Administrator?
   A. Adding New applications, Adding Application templates and creating Roles
   B. Adding New applications, Adding Applications templates and setting user permissions
   C. Viewing Alarms, Monitoring Applications, creating application solutions and changing user permissions
   D. All of the above
   E. None of the above

14. Which of the following functions does Resource Manager provide in the GVP 8.1.2 environment? (Choose 3)
   A. Resource Management
   B. VoiceXML interpretation
   C. Session Management
   D. Service Selection

15. The components that make up a GVP 8.1.2 implementation can be stopped and started using the Monitoring tab in Genesys Administrator.
   True False

16. In GVP 8.1.2 there is no mechanism for HA-Hot Standby.
   True False

17. When configuring GVP 8.1.2, Metadata can be imported through Genesys Administrator and Configuration Manager.
   True False

18. EMPS is used to configure GVP 8.1.2 options and processes.
   True False
19. Composer connects to Configuration Server on start-up for authentication of all Genesys GUI applications.

True  False

20. The default Composer Perspective in GVP 8.1.2 includes views with the Project Explorer, Palette, the Block Properties and several editors.

True  False

21. In GVP 8.1.2, which of the following items does the Call Dashboard in Genesys Administrator allow to be monitored?
   A. Fetch Performance
   B. Component Utilization
   C. IVR Profile Utilization
   D. Tenant Utilization
   E. all of the above
   F. none of the above

23. In GVP 8.1.2, you can set and change logging levels using which of the following?
   A. Configuration Manager
   B. Genesys Administrator
   C. Solution Control Interface
   D. All of the Above
Answers to Practice Questions

1. `correct_answer = “bdefg”`
2. `correct_answer = “t”`
3. `correct_answer = “abcdeg”`
4. `correct_answer = “e”`
5. `correct_answer = “t”`
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21. `correct_answer = “e”`
22. `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