



Genesys Certification Study Guide

Genesys Certified Professional 8 System Consultant, Genesys Info Mart (GCP8 - CGIM)

Exam Code	GE0-805
Product Supported:	This exam supports Genesys Info Mart (GIM) software version 8. Candidates using an earlier version of GIM are advised to contact their local Genesys Training Center before registering for this exam.
Type of Exam	Written, multiple-choice, true/false, questions
Length	100 questions
Passing Score	70% (Each question worth 1 point. 70 points = 70%)
Exam Language	English-only
Timing	<p>150 minutes (or 2 hours 30 mins) for candidates in English-speaking countries to complete the exam questions. Candidates in non English-speaking countries are provided with 180 minutes or 3:00 hrs.</p> <p>(English-speaking countries include: North America, UK, Ireland, Australia and New Zealand. Candidates in all other countries are automatically provided with the additional 30 minutes to complete the exam questions.)</p> <p>Prior to starting the exam questions, you are also provided with an additional 15 minutes to complete the Candidate Agreement and another 15 minutes, if needed, to complete a pre-exam tutorial. (This time is separate from the time allocated for the exam questions.)</p> <p>Candidates who require any special accommodation can request 30 additional minutes to take their exam, but they must make the request before completing their exam registration. This also applies to non-native English speakers who register for exams in English-speaking countries. Please contact the Prometric Special Accommodations department with your request:</p> <p>specialconditions@thomson.com</p> <p>or call: +1-800-967-1139.</p>
Exam Location	Prometric Testing Centers worldwide
Exam Price	Check with Genesys before registration for current price information. Prices may vary depending on country where exam will be delivered.
Exam Discounts	<p>You may be eligible to receive an exam discount on your exam fees if you have completed any of the recommended preparatory training courses, if your company has prepaid your exam fees or if your company qualifies for exam discounts.</p> <p>Please contact a Genesys University representative before you complete your registration to find out if you are eligible for an exam discount.</p>
Exam Registration	<p>Exam candidates must first contact their local Genesys Training Center before registering for an exam. The Genesys Training Center will collect your exam fees and give you a certification voucher code to use when registering for your exam on the Prometric web site: www.prometric.com</p> <p>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. You should enter the exam voucher code when you complete your Payment Information during exam registration. <u>Be sure to check the expiration date of your exam voucher code.</u></p>

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 Professional. If you have any questions regarding your eligibility, please contact your local Genesys University training center.

The GCP8 – System Consultant, Genesys Info Mart (GCP8 – CGIM) certification is primarily for consultants, system administrators and approved subcontractors worldwide that assist Genesys partners and customers in planning, installation and configuration of Genesys GIM solutions. This certification validates the candidate's comprehensive understanding of the Genesys Info Mart solution components related to reporting and analytics. A Genesys Certified Professional 8 – System Consultant for Genesys Info Mart is recognized as having achieved a foundation knowledge in implementation procedures, basic troubleshooting and maintenance of a Genesys Info Mart solution.

Preparing for the Exam

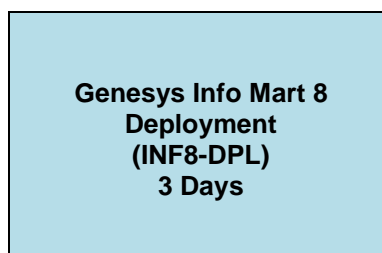
Genesys University highly recommends that candidates seeking certification follow the certification preparatory track. The preparatory track, coupled with hands-on experience will increase the probability of passing the exam. You are not required, however, to complete the training courses prior to taking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

In either case, Genesys University encourages you to review the materials described in this study guide to help you prepare for the GCP8 – CGIM exam.

Target Audience

System Consultants who perform as system administrators, solution integrators, telephony specialists and any other technical role involved in planning, installation, configuration and maintenance of Genesys Info Mart solutions.

Genesys Certification Roadmap for the GCP8 – CGIM Exam



Certification Preparatory Track

- Genesys Info Mart 8 Deployment (INF8-DPL)
 - 3-day training course intended for system administrators, system integrators, technical support specialists, and other technical roles involved in the planning, installation, configuration, and maintenance of Genesys Interaction Concentrator (ICON) and Genesys Info Mart 8.\

- *Genesys Info Mart Deployment* covers the purpose, architecture, deployment models, configuration, data flows, and basic usage of *Genesys ICON and Genesys Info Mart*. Lesson contents are reinforced with learning checks, instructor demonstrations and hands-on lab exercises.

Course Prerequisites

- Framework 8 Foundation (FWK8-FND)
- Framework 8 Deployment (FWK8-DPL)
- Inbound Voice Routing and Reporting Deployment (IRR8-DPL)

Recommended Course Prerequisites

- Operating Outbound Contact 8: Campaign Configuration and Management (OCC8-OPB)
- eServices Foundation (ESF)
- Building Basic Routing Strategies (BRD)
- Course assumes knowledge of telephony reporting concepts, network design and operation, database design and SQL scripting

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 Info Mart Deployment Guide 8.x is especially useful to prepare for this exam
- 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

Exam Study Topics

GCP8 - CGIM Exam Topic Categories

The GCP8 - CGIM exam topics are organized into ten topic categories with descriptions of the corresponding knowledge and skillsets that represent the tasks required by a System Consultant when installing, implementing and supporting a Genesys Info Mart solution. These knowledge and skillsets might be obtained from the recommended training courses, Transfer of Information (TOI) presentations, a sales presentation, reading technical documentation or working with GIM8 at a foundation level.

- 1. Genesys Info Mart Overview**
 - Genesys Reporting & Performance Management
 - Genesys Info Mart components and functions
 - Info Mart data base schema
 - The Reporting & Analytics Aggregation model
- 2. ICON Overview**
 - ICON functions and components
 - ICON physical model Preparing the ICON environment
 - Role of ICON in Info Mart
 - ICON alarm thresholds and maintenance
 - What is new in ICON 8
- 3. ICON Deployment Planning**
 - Parameters for ICON database sizing

- ICON database for Voice and multimedia
4. **ICON & Configuration Data**
 - ICON installation process for configuration data
 - ICON database schema for Configuration data
 - Install ICON_CFG application, DAP and database
 5. **ICON Voice**
 - The ICON_Voice installation process for storing Voice interaction data
 - The ICON database schema for Voice interaction data
 - Install ICON_Voice application, DAP and database
 6. **ICON & Multimedia**
 - ICON and Multimedia functionality
 - ICON installation process for multimedia
 - Install ICON_MM, DAP and database
 7. **Info Mart Installation Planning**
 - Info Mart installation considerations for Voice, Multimedia, Outbound, and High Availability
 - Info Mart system requirements
 - Deployment planning steps
 - Info Mart data sources and data source architecture
 8. **Info Mart Configuration**
 - GIM_ETL and Admin GUI DAP configuration
 - Importing the Info Mart application template
 - Update ICON DAPs for GIM ETL
 - Date-time options
 - Creating tenant only views
 - Starting and stopping GIM_ETL
 9. **Configuring Attached Data**
 - Task flow for configuring Attached User Data in Info Mart
 - User data types
 - Creating a customized attached data KVP mapping
 10. **High Availability Considerations**
 - Info Mart HA architecture
 - Info Mart possible failure points
 - Data inconsistencies and HA deployment considerations
 11. **Info Mart Data Flow, Configurations & Troubleshooting**
 - Info Mart Data Flow
 - gim-etl configuration options
 - Logging levels
 - Basic Info Mart Troubleshooting

How Do I Know What to Study?

The exam includes questions from all the topic areas. Some topics have more questions presented than others. The four (4) topics with the most questions are:

ICON Planning
ICON Configuration and Installation
Info Mart Planning
Info Mart Configuration

Your printed score report provided by the Prometric Test Center when you complete your exam will contain a breakdown of the items presented to you for your exam.

Arriving at the Prometric Test Center

You should plan to:

- Arrive early at the test center (try to be at least 15 minutes early in order to complete your sign-in paperwork).
- Bring two (2) forms of ID with you to the test center
- Leave your belongings in your car or outside the test center
- Leave your cell phone and any notebooks outside the testing area
- Sign the Prometric Security Agreement

Starting and Finishing Your Exam

A test center staff member may log you into your exam or you may be given a login and password to log yourself into your exam.

- The Prometric testing program may begin with an optional Prometric Exam Tutorial before starting the exam questions. If presented, this would be a timed tutorial (note the “Remaining Time: XX:XX min” in the upper right portion of your screen.) The tutorial covers several useful , general tips for taking a Prometric exam:
 - Exam user interface
 - How to move through screens


Welcome to the tutorial

This tutorial provides a series of screens that orient you to the computer testing environment. This will give you an opportunity to try each feature before using it in questions that will be scored. You will be instructed on how to use the mouse and the different parts of the screen.

You may use the tutorial for 15 minutes. Notice the "Time remaining" box in the upper right corner of this screen. A similar display will appear during the actual exam. In the upper left corner is a box that shows where you are in the series of questions (or in this case, screens of the tutorial). Other screen features are described later in the tutorial.

Click on the 'Next' button OR press the 'Alt' + 'N' keys to continue.

To end this Tutorial at any time and start the exam Click on the 'End' button OR press the 'Alt' + 'D' keys.

A blue horizontal bar containing two buttons: "NEXT" on the left and "END" on the right.

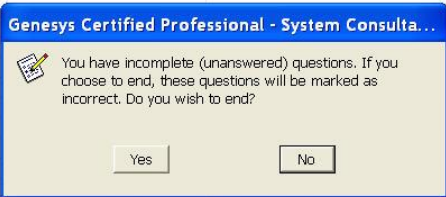
- When the Genesys Certification Exam starts, you will be asked to Review/Agree to the Genesys Candidate Agreement before starting your questions.
- When you start the exam questions, your timer will restart. You will be provided with 2 hours 30 mins (in English-speaking countries) or 3 hours (in non English-speaking countries).

NOTE: The **Quit** button will exit you from the entire exam and end your session. You will be prompted to confirm that you wish to end your exam session.

You can select the **Review** button at the bottom of the screen, at any time while answering questions to view a list of the exam questions you have completed and those you have not. If you select the **Exit** button from the Review screen, a popup window will ask you to confirm that you wish to exit the exam.

You can return to the exam questions by double-clicking on any of the question numbers listed.

Questions	Marked	Incomplete	Complete
<input checked="" type="checkbox"/> Question 94			Yes
<input checked="" type="checkbox"/> Question 95			Yes
<input checked="" type="checkbox"/> Question 96			Yes
<input type="checkbox"/> Question 97		Yes	
<input checked="" type="checkbox"/> Question 98			Yes
<input checked="" type="checkbox"/> Question 99			Yes
<input checked="" type="checkbox"/> Question 100			Yes
<input checked="" type="checkbox"/> Question 101			Yes
<input checked="" type="checkbox"/> Question 102			Yes
<input checked="" type="checkbox"/> Question 103			Yes
<input checked="" type="checkbox"/> Question 104			Yes
<input checked="" type="checkbox"/> Question 105			Yes
<input checked="" type="checkbox"/> Question 106			Yes
<input checked="" type="checkbox"/> Question 107			Yes
<input type="checkbox"/> Question 108		Yes	
<input checked="" type="checkbox"/> Question 109			Yes
<input type="checkbox"/> Question 110		Yes	
<input checked="" type="checkbox"/> Question 111			Yes
<input checked="" type="checkbox"/> Question 112			Yes
<input checked="" type="checkbox"/> Question 113			Yes
<input type="checkbox"/> Question 114		Yes	
<input checked="" type="checkbox"/> Question 115			Yes



Double-click a question to return to the exam

Symbols Key

- = Marked question
- = Completed question
- = Incomplete question



- To finish your exam:
 - Click **Exit** from Review Screen.

If you have not answered any questions, the system will mark these as incorrect.

- Once you click Exit, you need to wait 1-2 minutes while your computer calculates your score (you will see a blank screen during this process). At the end of this process, the system will show a screen that displays your score and states that you passed or failed the exam.

NOTE: If you run out of time during the exam, the exam will stop, not allow you to answer any more questions, and then take a minute or two to calculate your score based on your responses up to that point. You will see a blank screen while the system is calculating your score.

Tell your Test Center proctor when you finish the exam. Ask the proctor for your printed score report. Your score report will contain a list of the exam topics, the total number of questions presented to you from each topic, and the number of questions you got correct.



Examination Score Report

Genesys Certified Professional - System Consultant, Genesys Info Mart

Candidate: Test Taker	
Candidate ID: 111-11-1111	
Registration ID: [Invoice]	Testing Site: 9999
Your Score: 83	Date: Tuesday, December 23, 2008
Passing Score: 70%	Grade: Pass

Section	Number of Items Correct	Total Number of Items
Product Overview and General Architecture	13	17
ICON Planning	9	11
ICON Configuration and Installation	14	17
Attached Data Specification and Processing	5	6
Info Mart Planning	6	11
Info Mart Configuration	14	14
Info Mart Installation	10	11
ETL Jobs Overview	6	6
Info Mart Database Schema	8	11
Info Mart Solution Maintenance	11	11
Total	96	115

This examination was delivered by Prometric.

Sample Questions

The sample 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. In release 8, the only tables in the Info Mart database are the dimensional model tables. True or False?
 - A. True
 - B. False

2. Which of the following is not a source of data for ICON?
 - A. Configuration Server
 - B. Info Mart
 - C. T-Server
 - D. Interaction Server
 - E. OCS

3. During installation, prior to initializing all jobs you should set the `run-scheduler` option to `False`. True or False?
 - A. True
 - B. False

4. Select one of the choices below to complete the following statement:
"A star schema consists fact tables and _____."
 - A. Indexes
 - B. User tables
 - C. Stored procedures
 - D. Dimension tables

5. You cannot stop an ETL job that is currently running using the Info Mart Admin Console. True or False?
 - A. True
 - B. False

Answers to Sample Questions

1. B. FALSE
2. B. Info Mart
3. A. TRUE
4. D. Dimension Tables
5. B. FALSE

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

