

Genesys Certification Study Guide

Genesys Certified Professional 8 System Consultant, Outbound Voice (GCP8 - COV)

Exam Code	GCP8-COV (Prometric code: GE0_808)
Product Supported:	This exam supports Genesys Outbound Voice software version 8.0 only. Candidates using an earlier version of Outbound Voice (such as versions 7.5 and 7.6) 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%
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	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

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. Be sure to check the expiration date of your exam voucher code.

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 for Outbound Voice (GCP8-COV) certification validates the candidate's comprehensive understanding of the installation and configuration of the Genesys Outbound Contact Solution 8. A Genesys Certified Professional – System Consultant for Outbound Voice 8 is recognized as having achieved a foundation knowledge in implementation procedures, planning a deployment, configuring outbound campaign objects, running and monitoring a campaign using Genesys Administrator and Media Server, and performing basic troubleshooting and maintenance of Genesys Outbound Contact Solution.

Target Audience

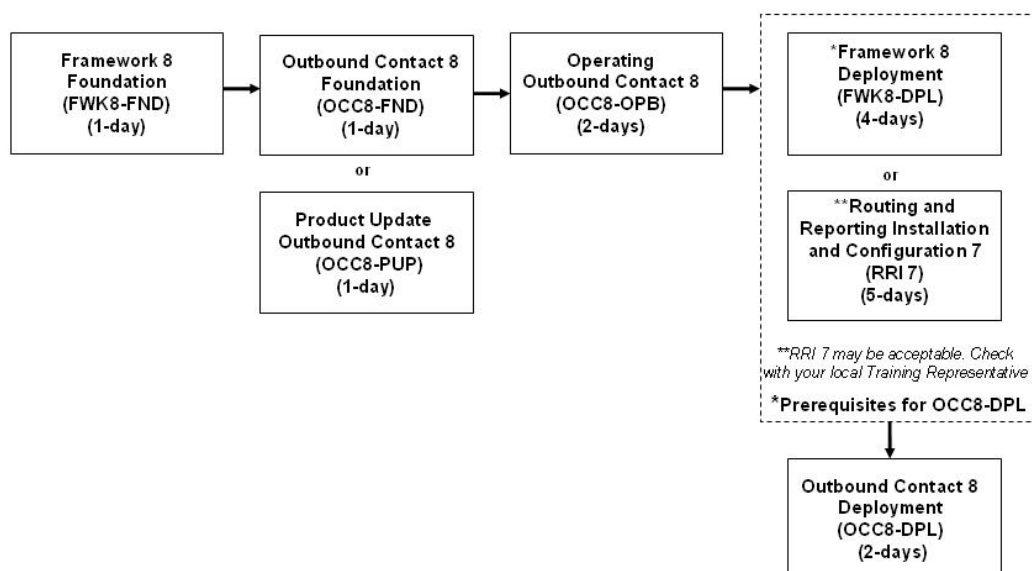
System Consultants who perform as system administrators, solution integrators, and any other technical role involved in planning, installation, configuration, monitoring and maintenance of Genesys Outbound Contact 8 solutions.

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 Outbound Contact 8 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 – COV exam.

Genesys Certification Roadmap for the GCP8 – COV Exam



Certification Preparatory Track

- “Framework 8 Foundation” (FWK 8-FND) – 1 day
 - Provides an introduction to the technical architecture of the Framework 8 including CIM Platform, Configuration Layer, User Interaction Layer, Management Layer, Media Layer, Contact Center Objects, and Interaction Flows
 - Prerequisites are: Working knowledge of MS Windows Platform and knowledge of basic telephony concepts.
- “Outbound Contact 8 Foundation” (OCC8-FND) – 1 day
 - Provides a high-level technical and functional understanding of Outbound Contact 8 Solution features including how to use Genesys Administrator 8 to configure and monitor campaigns.
 - Prerequisites are: “Framework 8-FND” (FWK8-FND)
- “Product Update Outbound Contact 8” (OCC8-PUP) – 1 day
 - Designed for technical consultants who have previous experience with deploying and administering Outbound Contact 7.x and need to know the new features of Outbound Contact 8. Course includes a technical overview of new Outbound Contact 8 features and how to use Genesys Administrator 8 manage and monitor campaigns.
 - Prerequisites are: “Outbound Contact Installation and Configuration 7” (Course Code: OCI-7 or OCI-V 7) or professional experience with Genesys Outbound Contact 7.
- “Operating Outbound Contact 8” (OCC8-OPB) – 2 days
 - Covers the tools needed to create, run, and monitor Outbound Campaigns in the contact center
 - Prerequisites are: “Outbound Contact 8 Foundation” (OCC8-FND)
- “Framework 8 Deployment” (FWK 8-DPL) – 4 days
 - Provides an introduction to the technical architecture of the Framework 8 including CIM Platform, Configuration Layer, User Interaction Layer, Management Layer, Media Layer, Contact Center Objects, and Interaction Flows
 - Prerequisites are: Enterprise-level system installation or integration experience. Familiarity with an enterprise-level Database Management System.
- “Routing and Reporting Installation and Configuration 7” (RRI 7) – 5 days (*Optional*)
 - Provides an introduction to the technical skills needed to install and configure Enterprise Routing with Reporting components: architecture and interaction flow of Enterprise Routing and Reporting components, solution management, CC Pulse+, and CC Analyzer.
 - Prerequisites for RRI 7 are:
 - “Framework Overview 7” (FRO 7)
 - “Framework Installation and Configuration 7 (FRI 7)
 - Working knowledge of SQL recommended
- “Outbound Contact 8 Deployment” (OCC8-DPL) – 2 days
 - Covers technical architecture, deployment planning, installing, configuring and basic troubleshooting of a Genesys Outbound 8 Contact Solution (OCS 8).
 - Prerequisites for OCC8-DPL are:
 - “Framework 8 Foundation” (FWK 8-FND)
 - “Framework 8 Deployment” (FWK 8-DPL)
 - “Outbound Contact 8 Foundation” (OCC8-FND)
 - “Operating Outbound Contact 8” (OCC8-OPB)

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 Outbound Contact 8.0 Deployment Guide 8.0 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 - COV Exam Topic Categories

The GCP8 - COV exam topics are organized into six topic categories with descriptions of the corresponding knowledge and skill sets that represent the tasks required by a System Consultant when installing, implementing and supporting a Genesys Outbound Contact 8 Solution. These knowledge and skill sets might be obtained from the OCC8-FND, OCC8-OPB and OCC8-DPL training courses, Transfer of Information (TOI) presentations, a sales presentation, reading technical documentation or working with Outbound Contact 8 Solution at a foundation level.

1. Product Overview and General Architecture

Demonstrate an understanding of the overview of Outbound Contact Technology

- Outbound Contact Technology
 - Basics of using Outbound Calling in contact centers
- Genesys Outbound Contact
 - Understand Genesys Outbound Contact terms
 - Benefits of Outbound Contact
- Product Overview and General Architecture
 - Overview of Genesys Outbound Architecture
 - Function of Outbound Contact components and supporting components
 - Genesys Outbound Contact licensing process

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 specifics for hardware needs such as: operating system software, databases, and locations for installation.

- Key features of a Genesys Outbound Solution
- Overview of Genesys Outbound Solution deployment planning
- Outbound Contact deployment considerations
 - Interoperability conditions
 - Outbound Configuration objects
 - Describe Call Progress Detection options
- Outbound Contact Integrations
 - How Outbound Contact Server and Universal Routing Server work together
 - How Agent Groups assigned to multiple campaigns work
 - Describe Proactive Contact with Genesys Voice Platform 8 and Outbound Contact Solution
 - How Outbound Contact Server works with Genesys Voice Platform
 - Integration limitations
- Describe how Outbound Contact can be used in a multi-site contact center

3. Outbound Contact Deployment

Demonstrate the understanding of how to perform an installation which includes the ability to test the components of the Outbound Contact deployment.

- Installing Outbound Contact
 - Steps necessary to install and configure components of Outbound Contact
 - Install and configure Outbound Contact Server
 - Configure Outbound Contact for real-time campaign monitoring
- List the steps to configure an campaign to test and validate deployment
- List the steps to install and configure Call Progress Detection Server
 - How to configure CPD server to use Dialogic TDM boards and Host Media Processing (HMP)

4. Configuration of Outbound Contact

Demonstrate the knowledge of how to create Outbound Solutions, understanding of Interaction Flows, and configuration options.

- Create Outbound Solution
 - Explain solution management
 - Create and start an Outbound Solution
 - Outbound-related configuration options
- Configure Outbound Contact for a multi-site contact center
- Explain how Outbound Contact works in a simple blended environment
- Describe outbound-related configuration options
 - Describe the configuration options available for Do Not Call compliance
 - Identify the order of precedence for Outbound configuration options
- How High Availability configurations affect Outbound Contact
 - Implement a warm standby Outbound Contact Server
- Describe how to configure Outbound Contact with Interaction Server or Genesys Voice Platform for Proactive Contact

5. Using Outbound Contact

Demonstrate an understanding of how to use Outbound Voice to manage campaigns, filter data and import data.

- Describe how to use a Desktop to manage campaigns
- Describe the steps to run and control campaigns manually
- Describe how to configure a campaign sequence
- Identify the two types of calling list filters: Viewing and Dialing Filters
- Create and apply Viewing Filters
- Create and apply Dialing Filters
- Describe what Treatments are and the two types of treatments available
 - Describe what the Treatment Object is and how to configure a treatment sequence
 - Describe Advanced (SCXML) Treatments

6. Monitoring Outbound Voice

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

- Overview of Outbound monitoring methods
 - How Outbound Contact manages a typical interaction
 - How objects are monitored by Outbound Contact Server
 - Use Genesys reporting to view results of Outbound campaigns
 - Create alarms for Outbound Contact
- Read Outbound Contact Server Logs
 - Describe and use the audit and request logs

- Trace an Outbound interaction through the log files
- Describe how to monitor messages
 - Identify the event and request messages involved in every outbound call
 - Monitor the Configuration to Check for errors

How Do I Know What to Study?

The exam includes questions from all the topic areas. Some topics have more questions presented than others. Review the GCP8-COV Exam Study Topics using your Genesys Training Course materials or the Genesys Outbound Contact Server 8.0 Deployment Guide.

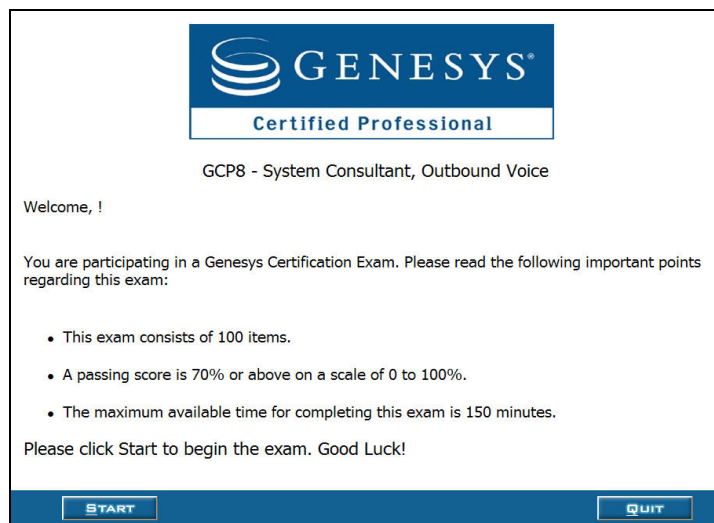
Arriving at the Prometric Test Center

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.



- Next, the Prometric testing program will then present an optional Prometric Exam Tutorial before starting the exam questions. This is a timed tutorial (note the “Remaining Time: XX:XX min” in the upper right portion of your screen.) The tutorial covers useful, general tips:
 - 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.

NEXT
END

- 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 **END** button will exit you from the Tutorial.

Select the **Review** buttons at the bottom of the screen at any time 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
# Question 94			Yes
# Question 95			Yes
# Question 96			Yes
# Question 97		Yes	
# Question 98			Yes
# Question 99			Yes
# Question 100			Yes
# Question 101			Yes
# Question 102			Yes
# Question 103			Yes
# Question 104			Yes
# Question 105			Yes
# Question 106			Yes
# Question 107			Yes
# Question 108		Yes	
# Question 109			Yes
# Question 110		Yes	
# Question 111			Yes
# Question 112			Yes
# Question 113			Yes
# Question 114		Yes	
# Question 115			Yes

Genesys Certified Professional - System Consulta...

You have incomplete (unanswered) questions. If you choose to end, these questions will be marked as incorrect. Do you wish to end?

Double-click a question to return to the exam

Symbols Key


▶ = Marked question
 ☑ = Completed question
 # = Incomplete question

REVIEW ALL
REVIEW INCOMPLETE
EXIT

- To finish your exam:
 - Click **Exit** from Review Screen. (Wait 1-2 minutes while system calculates your score.)

NOTE: If you have not answered any questions, the system will mark these as incorrect. If you run out of time during the exam, the exam will stop.

Tell your Test Center proctor when you finish the exam. Be sure to 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.



GENESYS®
Certified Professional

Examination Score Report
GCP8 - System Consultant, Outbound Voice

Candidate Name: Test Taker
 Candidate ID: 111-11-1111
 Registration ID: [Invoice]
 Your Score: 74
 Passing Score: 70%

Exam Code: [SeriesID]
 Testing Site: 9999
 Date: Tuesday, May 03, 2011
 Grade: Pass

Section	Number of Items Correct	Total Number of Items	Percent Correct
Product Overview and General Architecture	13	16	81%
Business and Deployment Planning	13	16	81%
Installation and Deployment Configuration	8	10	80%
Using Outbound Voice 8	16	22	73%
Monitoring Outbound Voice 8	15	22	68%
	9	14	64%
Total	74	100	74%

This examination was delivered by Prometric.

Sample Questions (Sample Questions will be reviewed prior to final copy)

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.

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. With an Outbound Contact Solution v8, the OCM is now mandatory. True or False?
 - A. True
 - B. False

2. The purpose of a Communication DN in Outbound v8 is to provide communication between OCS and DBServer. True or False?
 - A. True
 - B. False

3. Which of the following is NOT a supported dialing mode when using OCS v8 with SIP Server v8?
 - A. Transfer Mode (MGW with CPA)
 - B. Transfer Mode (MGW without CPA)
 - C. Transfer Mode (Media Server as the CPA provider)
 - D. ASM Mode (Media Server as the CPA provider)
 - E. ASM Mode (MGW with CPA)
 - F. ASM Mode (MGW without CPA)

4. In an Outbound 8 Solution, the Genesys Voice Platform must be used in order to support agent groups in multiple campaigns. True or False?
 - A. True

- B. False
5. In an Outbound 8 IP deployment, Call progress detection is done by either a _____ or a _____. (Choose 2)
- A. Genesys Media Server
 - B. SIP Server
 - C. Genesys Voice Platform
 - D. Media Gateway (MGW)
6. Which of the following tools can be used to monitor the current status of Outbound v8 campaigns? (Select 2)
- A. Interaction Routing Designer
 - B. Solution Control Interface
 - C. Outbound Contact Manager
 - D. Configuration Manager
 - E. CCPulse+

Answers to Sample Questions

- 1. B
- 2. B
- 3. E
- 4. B
- 5. AC
- 6. CE

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

