



Genesys Certification Study Guide

Genesys Certified Professional 8 System Consultant, iWD Solution (GCP8 - CiWD)

Exam Code	GCP8-CiWD (Prometric code: GE0_809)
Type of Exam	Written, multiple-choice and true/false questions
Number of Items	100 questions (100 points possible)
Delivery Method	Administered at Prometric Test Centers
Product Supported	This exam supports the Genesys iWD Solution version 8.0x. Candidates using an earlier version of Genesys iWD software are advised to contact their local Genesys Training Center before registering for this exam.
Passing Score:	70% correct (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: specialconditions@thomson.com 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 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>

Exam Description

The GCP8 – System Consultant for iWD Solution (GCP8 – CiWD) certification validates the candidate's comprehensive understanding of the installation and configuration of Genesys iWD and the Genesys iWD

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Application. A Genesys Certified Professional – System Consultant for iWD Solution is recognized as having achieved a foundation knowledge in implementation procedures, deployment planning, configuration, creating and running CCPulse+ reports, and monitoring an iWD 8 deployment. (Please note: The GCP8-CiWD exam does not include questions on eServices.)

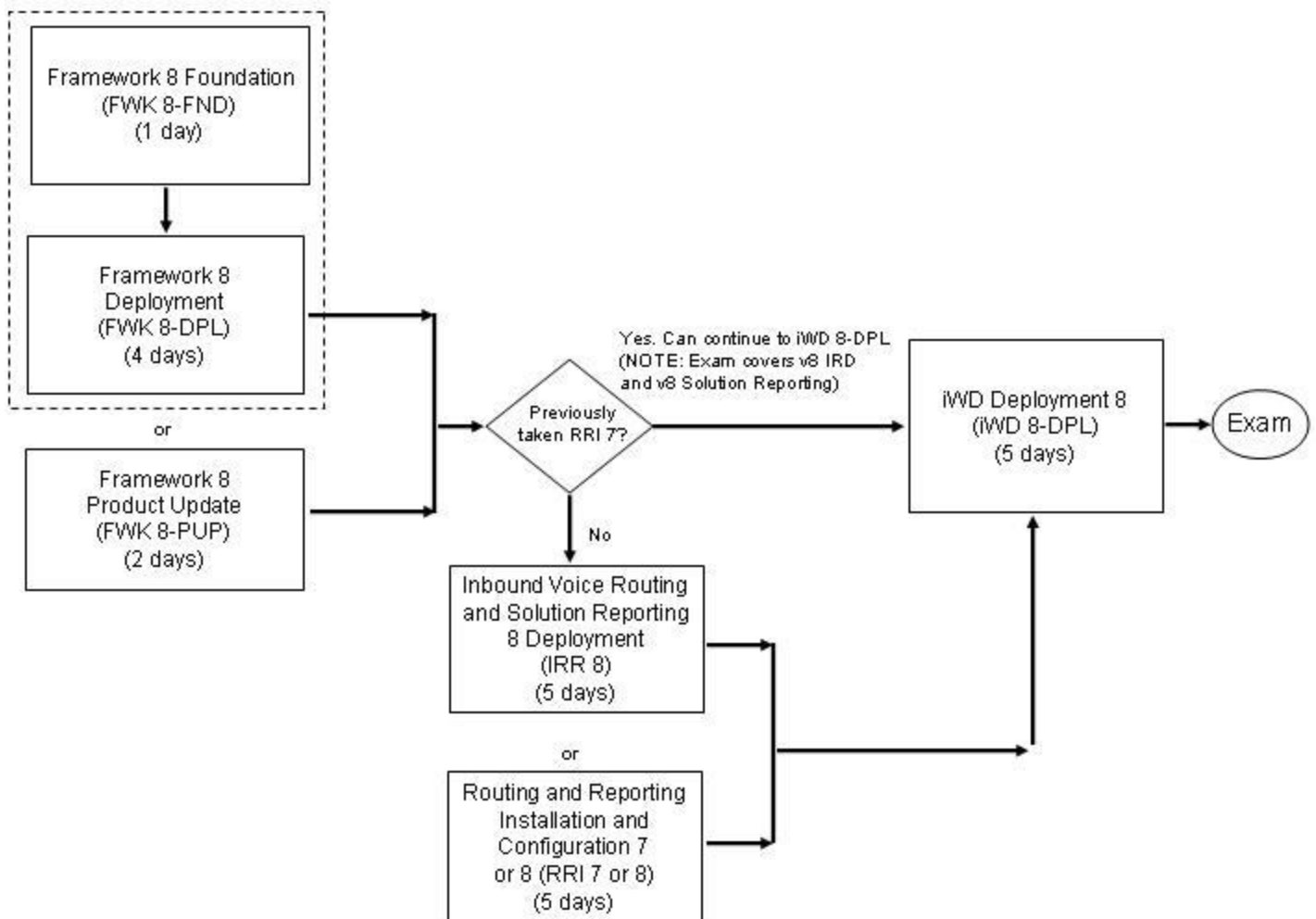
Who should take this exam?

The GCP8 – System Consultant for iWD (GCP8 – CiWD) 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 an iWD 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 Genesys iWD 8 Solution components, 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, iWD certification exam track:



Prerequisite courses:

- Framework 8 Foundations (FWK 8-FND) (1-day)

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- Framework 8 Deployment (FWK 8-DPL) (4 days)
- Inbound Voice Routing and Solution Reporting 8 Deployment (IRR 8-DPL) (5 days)

Note: The GCP8-CiWD certification exam covers information on Routing 8 (IRD only) and Solution Reporting 8. It does not include v8 Orchestration Server, Composer or eServices.

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/>
 - 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

GCP8 – CiWD Exam Topic Categories

The GCP8 - CiWD 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 an iWD Solution implementation.

Topic 1: Overview and Architecture

Demonstrate an understanding of the overview of Genesys Intelligent Workload Distribution (iWD) 8 Technology.

- Genesys iWD Solution Product Overview
 - Using Genesys iWD 8 terminology
 - Describe basic iWD 8 Solution entities: business process, business rules, workflow, strategy
 - Overview of the components of the Genesys iWD 8 Solution
- iWD Solution General Architecture
 - Overview of Genesys iWD 8 Solution Architecture
 - Identify iWD 8 Solution components of the CIM Platform

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 other deployment considerations:

- Key features of a Genesys iWD 8 Solution
- Describe the basic features of the Genesys iWD 8 Application
- Overview of Genesys iWD 8 Solution deployment planning
- Key deployment considerations:
 - Resource Capacity Planning
 - High availability considerations and approaches (using Interaction Server)

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- iWD task lifecycle
- Out-of-box iWD business process and strategies
- Supported interoperability
- Licensing requirements
- Interaction Flows
 - Explain the relationship between strategy objects and workflow objects
 - Describe a basic flow for an iWD 8 interaction
 - Identify and describe Integration points
 - Basic interaction management

Topic 3: Install iWD 8 Solution Components

Demonstrate the understanding of how to perform an installation of iWD 8 Solution components

- Describe key steps for performing an integrated installation of iWD Solution components:
 - Describe installation and configuration sequence
 - Preparing iWD Manager and Runtime databases
 - Installation of Interaction Server components
 - Installation of iWD core components
 - Installation of iWD Manager
- Confirmation that installation was successful

Topic 4: Configure iWD Core Services

Demonstrate the knowledge of how to configure an iWD 8 Solution including how to use Configuration options:

- Configure iWD Solution components
 - Describe configuration considerations for deploying iWD
 - Configure iWD Solution components using the Configuration Wizards
 - Describe how to configure essential options for successful initialization
 - Explain configuration options that affect system performance and application behavior
 - Configure iWD to send log events
- iWD Manager Configuration and Deployment
 - Navigating in iWD Manager
 - Importing configuration templates
 - Configuring a solution and its services
 - Deploying a solution
- iWD Business Configuration
 - Configuring Rules and Metrics
 - Configuring Contracts and Processes

Topic 5: Using iWD 8

Demonstrate an understanding of how to use iWD Manager to manage interactions. Also demonstrate the ability to use the Reporting Services that support iWD 8.

- Explain how to navigate within iWD Manager
- Describe the components of a typical application
- Describe how to use the Global Task List
 - Submitting tasks
- Describe how to create basis business rules
 - Explain how to modify existing templates and create new rules based on template modifications
- Identify the Genesys reporting products that support iWD reporting

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- Describe the features of the reporting services that are used for iWD Solution
- Describe the advantages of a second runtime node for reporting services
- Create and test reporting services
- Describe the iWD real-time statistics available with CCPulse+
- Describe the steps required to run iWD Solution CCPulse+ real-time reports
- View real-time iWD Solution statistics in CCPulse+

Topic 6: Monitoring an iWD Solution

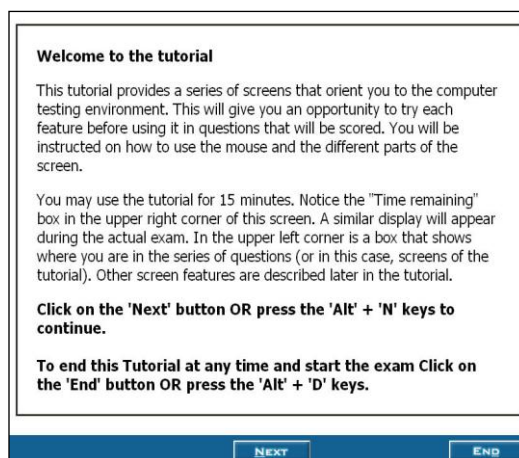
Demonstrate the ability to identify, diagnose, and validate installation and configuration when deploying a Genesys iWD Solution. Also demonstrate the ability to resolve problems with Genesys iWD components in production. This differs from "Installation validation" in that it may show the deeper and/or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

- Describe how interactions are monitored by iWD:
- Describe how to monitor messages
 - Read and interpret Stat Server logs and agent status messages in Interaction Server log
 - Identify capacity snapshots in the Stat Server logs
 - Identify the event and request messages involved in a customer interaction
- Describe how to troubleshoot current intraday reporting
- Describe how to troubleshoot common iWD Manager issues

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



- When the Genesys Certification Exam starts, you will be asked to Review/Agree to the Genesys Candidate Agreement before starting your questions.

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- 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.

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.

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

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 number of questions you got correct, and the percent correct you scored on each section and the total for the exam.

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. Your customer wants to activate a capacity rule that enables resources to accept 3 non voice medias concurrently. But if media is third party e-mail the resource should be blocked (busy) for all other medias. To fulfill the customer's requirement you need to change the default media type of at least one Capture Point. You also have to double check the number of licenses available for custom media.

A. TRUE
B. FALSE
2. Modules imported or created at the System Tenant level are inherited by existing Managed Tenants.

A. TRUE
B. FALSE
3. In a List object, you must specify a Solution name in the Key field with the Solution name subsequently used at runtime to look up the BCMS service associated with the Solution.

A. TRUE
B. FALSE
4. Select the Statuses that CANNOT be found in iWD Manager. (Choose 3)

A. Assigned
B. Routed

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- C. Queued
 - D. Reprioritized
 - E. InProgress
 - F. Held
5. Which of the following is not a provided out-of-the box capture adapter?
- A. XML File adaptor
 - B. Web Services adaptor
 - C. Data base adaptor
 - D. RPC adaptor

Answers to Sample Questions

1. A
2. A
3. B
4. B, D, E
5. 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