Exam Study Guide

Genesys Certified Professional 8 System Consultant, Inbound Voice (GCP8 - CIV)

Exam Code	828
Product Supported:	This exam supports Genesys Inbound Voice software version 8.5. 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, true/false, matching, fill-in-the-blank and multiple select questions
Certification Level	Professional level
Length	90 questions (90 points possible)
Passing Score	70% correct (63 points = 70%)
Exam Language	English-only
Timing	828: The exam is timed for 100 minutes. 828e: 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. Late cancellation or reschedules fees are imposed 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 – Inbound Voice 8.5 Consultant (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: Genesys Framework 8.5 architecture, operations and administration practices; Inbound Voice Routing 8; and Solution Reporting 8 components related to inbound routing of voice interactions. A Genesys Certified Professional – Inbound Voice 8.5 Consultant 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 of at least six months, 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.

The Inbound Voice 8.5 Consultant (GCP8-CIV-828) exam contains revised questions supporting the topics and objectives covered in the Framework Routing and Reporting - Foundation, Technical Operations and Administration courses.

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.
- Framework Routing & Reporting Foundation 8.5 (FRR85-FND)
- Framework Routing & Reporting Technical Operations 8.5 (FRR85-OPT)
- Framework Routing & Reporting Administration 8.5 (FRR85-ADM)

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.

Inbound Voice 8.5 Consultant (GCP8-CIV-828) **Exam Topics**

Section 1: Product Architecture

- Identify Genesys product sources and documentation

- Identify Configuration Database dependencies

- Determine tasks of the Log Database Maintenance Wizard

- Identify tools used troubleshooting deployment problems

- Identify Framework components, StatServer, Solution Control Server, Message Server, Media Layer, Orchestration Server, Pulse, CCPulse, GAX

- Identify routing messages

- Identify licensing directions

Section 2: Business and Deployment Planning

- Determine conditions for deploying Configuration Server

- Identify functions to increase application performance

- Explain Multi-Tenant Design

- Identify licensing requirements based on a sample environment

Section 3: Install Inbound Voice

- Identify installation steps

- Identify deployment requirements

Section 4: Configure Inbound Voice

- Configure ADDP, Genesys Deployment AGent, T-Server, Configuration Server, URS, CCPulse+

- Identify configuration logs

Section 5: Using Framework Routing and Reporting

- Navigate CCPulse+ to display Historical View

- Configure the CCPulse+ workspace

- Configure a report layout

- Identify data collection services

- Configure CCAnalyzer

- Configure Data Sourcer

Section 6: Monitor Inbound Voice

- Understand log message content to trace Genesys component, identify DN state

- Identify T-Server events

- Set Genesys alarms

- Produce log files

- Associate reports to Data Sourcer

Section 7: Orchestration Platform

- Articulate Orchestration Platform configuration

- Publish Interaction Process Diagram using Composer

- Identify Composer dependencies

Section 8: Using Genesys Administrator and GAX

- Identify GAX dependencies

- Identify how GAX stores data

- Navigate the GAX interface to create views and create objects

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 Customer Care Website: http://www.genesys.com/services/genesys-care
- Genesys Technical Documentation Wiki – available to everyone at: docs.genesys.com.

Sample Questions

These sample questions are not the actual test questions. These sample questions are provided to familiarize test takers with the types of questions on the exam.

1. Which Genesys Framework layer stores contact center information such as host computers, server applications, agents, skills and permissions?

    a. Configuration Layer
    b. Management Layer
    c. User Interaction Layer
    d. Media Layer
    e. Services Layer

2. Match the Genesys Framework Layer with its main function.

    a. Configuration Layer
    b. Management Layer
    c. User Interaction Layer
    d. Media Layer
    e. Services Layer

    ___ Calculates statistics and provides resource status
    ___ External interface which manages call objects
    ___ Controls the Genesys solutions, and triggers alarms
    ___ Contains Genesys Administrator and Genesys Administrator Extension (GAX)
    ___ Stores environment information

3. Which example defines routing?
   a. Detect a loading balance and trigger an alarm
   b. Send an incoming phone call or email to an agent
   c. View and approve an agent's requested schedule
   d. Send an email when a server fails

4. Genesys Administrator Extension has its own Database.
   TRUE
   FALSE

5. What types of Contact Center data are important in deployment planning? Select three.
   a. Interaction load and patterns
   b. Organizational chart of the contact center
   c. Factors affecting agent turnover
   d. Peak call periods and agent schedules
   e. Service level requirements

6. The size of the Configuration Database depends on the number of configuration data objects.
   TRUE
   FALSE

7. Genesys recommends planning and designing for a multi-tenant configuration even if there is only a single tenant.
   TRUE
   FALSE

8. Which connection is automatically enabled after installing Genesys Administrator?
   a. Configuration Server
   b. LogDB Server Access Point
   c. Solution Control Server
   d. Media Server

9. To which component's log database does Genesys Administrator connect in order to view event messages in its interface?
   a. Configuration Layer
   b. Management Layer
   c. User Interaction Layer
   d. Media Layer

10. After the configuration database is initialized, the Genesys consultant has to create the Master account login and password.
    TRUE
    FALSE

11. Which external authentication systems communicate with Configuration Server and are supported by Framework? Select two.
    a. RADIUS
    b. LDAP
    c. eAUTH
    d. VIVO

12. How will you edit the Configuration File (confserv.cfg) in order to encrypt your password for accessing the Configuration Database?
    a. encryption=true
    b. autoencrypt=true
    c. encryption=<password>
    d. encryption=enable

13. Working on the Management Layer in a test environment, which log level provides the most details to help with troubleshooting and tuning?
    a. Alarm
    b. Standard
    c. Interaction
    d. Trace
    e. Debug

14. In Management Layer, what options in the configuration file do you set to control the Log output?
    a. all, debug,standard,trace,alarm
    b. all, verbose
    c. all, debug
    d. all, debug,standard,trace, interaction
    e. all, debug,alarm

15. In setting up the order of precedence for Routing Servers, which object will have precedence?
    a. URS
    b. Tenant
    c. DN
    d. T-Server

16. What are requirements to deploy an ORS cluster? Select three.
    a. Each ORS Node in a cluster should serve the same T-Server/SIP Server
    b. Each ORS Node should work with the same persistent storage.
    c. Each ORS Node should have only one URS in its Connections list.
    d. Each ORS Node should work with only one Cassandra
    e. Each ORS Node should have a connection with every other ORS node in the cluster

17. ORS Debugger connects to Composer in order to provide real-time debugging capabilities.
    TRUE
    FALSE

18. What are the steps needed to deploy Configuration Layer? Select three.
    a. Setup Configuration Server
    b. Setup License Manager
    c. Setup Configuration Database
    d. Create Super Admin Account
    e. Run Database Conversion Wizard
    f. Run License Utility

19. In CC Analyzer, what is the file extension of the templates provided for building layouts in DMA?
    a. .xml
    b. .xls
    c. .dba
    d. .csv

20. In CC Analyzer, what are system symptoms that may indicate you need to scale up and add more Data Collection Units? Select two.
    a. Data sourcer chunk write times have increased
    b. There have been more Configuration Objects added
    c. Emergency save files have steadily grown
    d. Memory consumption has been fluctuating

21. In setting CCPulse+, which option do you set to specify the storage format CCPulse+ will use?
    a. DefaultStorageType
    b. ActionStorageType
    c. TemplatesStorageType
    d. ThresholdStorageType

22. During the installation of CCPulse+, you have the option of disabling monitoring agents.
    TRUE
    FALSE

23. In CCPulse+, what parameters are mandatory to set up automatic updates from Stat Server? Select three.
    a. Statistical Type
    b. Interval Type
    c. Notification Mode
    d. Notification Frequency
    e. Insensitivity

24. Which two files do you configure in order to customize your Cassandra installation? Select two.
    a. log4j-server.properties
    b. confserv.cfg
    c. confcassandra.cfg
    d. cassandra.yaml

25. What are the possible Data Sources for License Reporting Manager? Select three.
    a. Configuration Server
    b. SIP Server
    c. ICON
    d. GVP Reporting Server
    e. License Manager
    f. Solution Control Server

26. Where are Pulse Templates and Widgets stored?
    a. In the .xml files
    b. In the Configuration Database
    c. In the Pulse Database
    d. In the GAX Database

27. Which statement is not correct about Operational Parameters?
    a. It is used to easily change Routing information from GAX.
    b. You can modify a Parameter Group Template after it has been deployed.
    c. The Parameters are saved as Script objects in Configuration Layer.
    d. The Routing Application must be configured to retrieve the Operational Parameters data.

28. Pulse Database stores all statistics collected from Stat Server.
    TRUE
    FALSE

Answers to questions are located on the next page.

For more information about Genesys Certification, please contact your local Genesys University training center at http://www.genesys.com/services/genesys-university/certification.
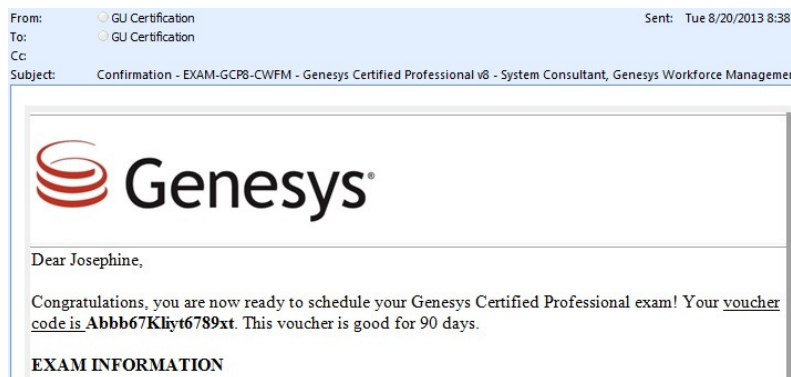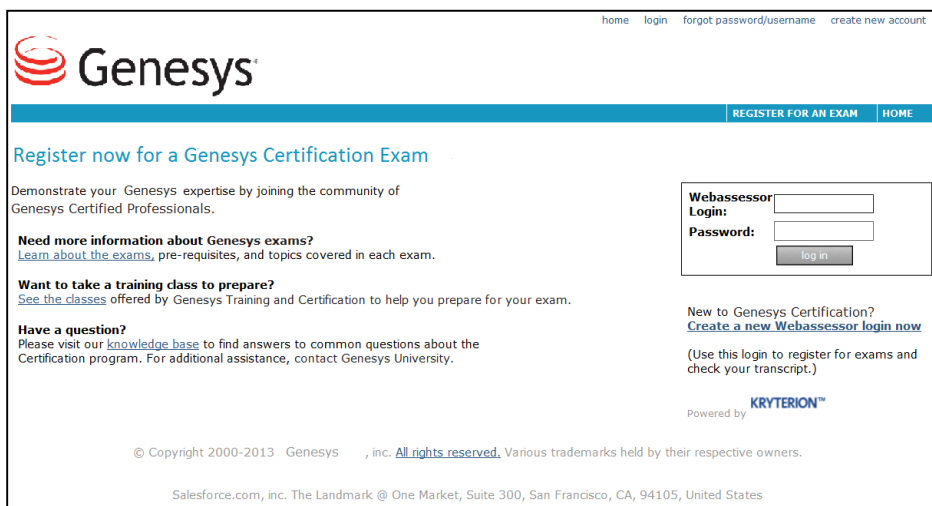
Answers to Sample Questions:

1. A
2. EDBCA
3. B
4. True
5. ADE
6. True
7. True
8. A
9. B
10. False
11. AB
12. A
13. E
14. D
15. C
16. ABC
17. False
18. ACF
19. A
20. AC
21. A
22. True
23. CDE
24. AD
25. ACD
26. C
27. C
28. False

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.

Step 2: Visit the Genesys Certification Registration website Create a new profile and register to schedule your exam.

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