Overview:

Genesys Voice Platform 8.5 Foundation (GVP85-FND) gives students a high-level technical and functional understanding of the architecture of the Genesys Voice Platform (GVP) in version 8. This course includes the following topics: GVP Solution overview, GVP architecture overview, GVP components and functional description, GVP integration with SIP Server and other Genesys components. Genesys Voice Platform Foundation is the starting point for all other Genesys Voice Platform 8 courses in the Genesys University curriculum.

Software Version:

This course uses GVP version 8.5.0 with other Genesys 8.1 software.

Course Objectives:

After completing this course, a student will be able to:

- Explain the features and benefits of using GVP
- Describe the GVP 8 architecture
- List the main components of GVP 8
- Explain the communication between the GVP components and SIP Server
- Describe GVP reports
- Explain GVP integration options

Target Audience:

Genesys Voice Platform Foundation is intended for anyone who needs to learn the architecture and basic functionality of the Genesys Voice Platform 8. Business analysts, project managers, system administrators, system integrators, technical architects, telephony specialists, application developers, and support specialists will find this course a useful preparation for their further work with the next generation GVP.

Course Prerequisites:

Skills Required: Familiarity with Genesys Framework.

Course Outline:

Introduction to GVP 8.5

- Explain Voice Self Service
- Define business cases for Voice Self Service
- Describe GVP supported standards
- Explain the Genesys Voice Platform Solution
- Identify the GVP related work areas in Genesys Administrator
- Define Multi-Tenancy

Components and Architecture

- Identify the individual GVP components and their functionalities
- Diagram the GVP architecture
• Explain a simple call flow
• Define deployment and high availability options

Operating GVP
• Explain DID number mapping
• Describe the purpose of IVR Profiles
• Explain Composer functions

GVP Reporting
• Diagram the GVP reporting architecture
• Describe the Reporting Dashboards
• Explain how to use Real-Time and Historical Reports
• Describe Voice Application Reports (VAR)
• Describe Service Quality Reports

GVP Integration Overview
• Explain Integration options
• Describe CTI functionality
• Test a Routing integration