Overview:
Genesys SIP Server Basics covers Voice over IP Technology, SIP protocol, Genesys SIP Server and supporting SIP components, and integration of Agent Desktops and SIP Endpoints with Genesys SIP Server. The content is reinforced with learning checks, instructor demonstrations, and hands-on lab exercises. Genesys SIP Server Basics is the starting point for all other Genesys SIP Server courses in the Genesys University curriculum.
This course is also recommended to anyone interested in the Genesys Voice Platform courses.

Software Version:
This course uses Genesys SIP Server version 8.1

Course Objectives:
After completing this course, a student will be able to:
- Explain fundamentals of Voice Over IP
- Describe basics of Session Initiation Protocol (SIP)
- Explain Genesys SIP Server and other Genesys SIP components
- Identify the integration of Agent Desktop Application and SIP Endpoint with Genesys SIP Server

Target Audience:
Genesys SIP Server Basics is intended for IP network architects, IP consultants, system support specialists, system administrators responsible for installation and daily operations, and any other technical roles involved in the deployment planning, installation, configuration, support, and maintenance of Genesys SIP Server and IP solutions.

Course Prerequisites:
- Basic understanding of IP Telephony and SIP Protocol is a plus.

Course Outline:
Introduction to VoIP
- Define the main concepts of VoIP
- Identify the main application protocols for signaling and voice transmission in VoIP networks
- Identify main VoIP network components
- Describe the most common audio and video codecs

Introduction to SIP
- Describe SIP (Session Initiation Protocol) fundamentals
- Identify SIP Messages
- Explain basic SIP Call
- Make and trace a basic SIP Call
Genesys SIP Server Basics
SIP81-BAS

- Describe SDP (Session Description Protocol) fundamentals

Introduction to Genesys SIP Server
- Describe SIP Servers
- Understand Genesys SIP Server as a B2BUA
- Identify SIP Server communication channels
- Understand T-Library
- Describe SIP Server and Framework
- Identify SIP Server Configuration

Agent Logins and Call Controls
- Describe client registration to SIP Server
- Identify SIP Server Agent Login and SIP Endpoint Registration
- Describe SIP Server internal registration options
- Identify SIP Server registration authentication options
- Explain SIP Server 1PCC and 3PCC

Post Class Quiz