Overview:
Genesys Composer for Voice Applications (COMV8-DEV) focuses on developing, testing and deploying VoiceXML applications using Composer. Hands-on practice includes: design and develop applications using Composer; test and debug applications; database integration; use and develop sub call flows; set and use variables; write and use grammars; and integrate a voice application with Genesys CTI. The majority of class time is spent developing and testing voice applications created with Genesys Composer. Note: This course uses Genesys Composer to develop Voice Applications. It is not a course on native VoiceXML or CCXML programming. It does not cover the development of routing strategies.

Availability:
Method:
<table>
<thead>
<tr>
<th>Instructor-Led</th>
<th>Virtual Instructor-Led</th>
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<tr>
<td>4 Day(s)</td>
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Pricing:
32 TUs

Course Objectives:
After completing this course, students will be able to:
- Explain the work areas of Composer and the elements of a Voice Project.
- Use Entry, Exit and Prompt Blocks.
- Describe the use of variables.
- Design, run and debug callflows, analyze a Call Trace.
- Test an IVR Profile.
- Use input and menu building blocks.
- Describe the Branching Block.
- Use Grammar Builder to design grammars and export to GRXML.
- Explain and use Shadow Variables.
- Use the Database Blocks.
- Develop modular applications using the Subdialog block and Sub Callflows.
- Describe how error events are thrown and caught.
- Explain when to use the Web Request and the Backend block.
- Describe a CTI call flow and identify the CTI blocks.
- Develop an application which utilizes the VAR blocks and locate reporting data using Genesys Administrator.

Target Audience:
Genesys Composer for Voice Applications is intended for IVR developers, and any other technical roles involved in planning, developing and testing voice applications developed with Composer for use on the Genesys Voice Platform version 8.

Software Version:
This course uses Composer version 8.0 with GVP 8.1, and is NOT effective for students using Genesys Studio with GVP 7.

Course Prerequisites:
Courses Required:
- Genesys Voice Platform 8.x Foundation (GVP8.x-FND)

Skills Recommended:
- Basic understanding of IVR systems
Course Outline:
1 – Introduction to Composer
   • Explain the different work areas
   • Describe Workbenches, Perspectives and Views
   • Explain how to use editors
   • Configure User Preferences
   • Add External Tools

2 – Application Design for GVP 8
   • Describe the GVP 8 architecture
   • Identify voice application design considerations
   • Verify the Web Server settings in Composer
   • List the application design and development steps

3 – Basic Design Steps
   • Explain the elements of a Voice Project
   • Use Entry, Exit and Prompt Blocks
   • Describe the use of variables
   • Design a simple callflow
   • Generate the VXML code
   • Work with File History

4 – Run and Debug an Application
   • Verify the Debugger configuration
   • Run and debug a callflow
   • Analyze a Call Trace
   • Create a Watch Expression

5 – Deploying a Voice Application
   • Explain the application deployment steps
   • Export Composer Projects
   • Create an IVR Profile in Genesys Administrator

6 – Caller Input
   • Define how to collect input from the caller
   • Use input and menu building blocks
   • Describe the Branching Block
   • Speech enable a voice application

7 – Grammar Builder
   • Describe Grammar XML (GRXML) structure
8 – Managing Prompts
- Define supported audio file formats in Composer
- Use the Prompts Manager View
- Record new prompts

9 – Database Access
- Define how data can be retrieved from a database
- Create a database access profile and use Database Blocks

10 – Subdialog
- Develop modular applications using the Subdialog block and Sub Callflows
- Explain how to pass parameters

11 – Error Handling
- Describe how error events are thrown and caught
- Describe how to handle error events in Composer
- Explain how to throw and catch custom events

12 – Web Services
- Develop an application using WSDL based Web Service
- Explain how to configure the Web Service stubbing
- Use the Web Request and the Back End block
- Use TCP/IP Monitor to test backend functions

13 – CTI Integration
- Describe the SIP Server and CTI architecture
- Identify the key differences between GVP controlled and Universal Routing Server (URS) controlled CTI scenarios
- List the CTI blocks
- Create a GVP controlled call flow using Composer, Agent Desktop and URS

14 – Application Reporting and Monitoring
- Diagram the GVP reporting architecture and describe Voice Application Reports (VAR)
- Explain the VAR Reporting Blocks
- Develop an application which utilizes the VAR blocks and locate reporting data using Genesys Administrator
- Explain and use the Log block
- Describe how to use the SNMP (Simple Network Monitoring Protocol) block for application monitoring