Overview:
The GCP8 System Consultant for Outbound Voice (GCP8-COV) certification validates the candidate's comprehensive understanding of the installation and configuration of the Genesys Outbound Contact Solution 8. A Genesys Certified Professional – System Consultant for Outbound Voice 8 is recognized as having achieved a foundation knowledge in implementation procedures, planning a deployment, configuring outbound campaign objects, running and monitoring a campaign using Genesys Administrator, deploying Media Server, and performing basic troubleshooting and maintenance of Genesys Outbound Contact Solution.

Availability:

<table>
<thead>
<tr>
<th>Method</th>
<th>Certification Exam</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level</td>
<td>Professional</td>
</tr>
<tr>
<td>Pricing</td>
<td>5 TUs</td>
</tr>
</tbody>
</table>

Target Audience:
System Consultants who perform as system administrators, solution integrators, and any other technical role involved in planning, installation, configuration, monitoring and maintenance of Genesys Outbound Contact 8 solutions.

Exam Code:
808

Exam Delivery:
Type of Exam: Multiple Choice, Multiple Select, Fill in the Blank, Matching Questions
Certification Level: Professional
Passing Score: Genesys Certification exams scores are based on a point scaling system that is widely used in the industry. The passing score is generated at the time of the exam but is generally between 69-80%.
Exam Language: English-only
Duration: 120 minutes
You can take this exam in two ways:
- Test center proctored
- Online proctored

Software Version:
This exam supports Genesys Outbound Voice software version 8.

Exam Path:
Recommended Training Courses
- Framework Routing & Reporting Foundation (FRR85-FND)
- Framework Routing & Reporting Operations (FRR85-OPT)
- Outbound Contact 8.1 Foundation (OCC81-FND)
- Outbound Contact 8.1 Usage (OCC81-USE)
- Outbound Contact 8.1 Deployment (OCC81-DPL)
Exam Objectives:

- Demonstrate an understanding of the overview of Outbound Contact Technology
- Demonstrate the ability to take the project from business planning into a more technical/logistical phase
- Demonstrate the understanding of how to perform an installation which includes the ability to test the components of the Outbound Contact deployment
- Demonstrate the knowledge of how to create Outbound Solutions, understanding of Interaction Flows and configuration options
- Demonstrate an understanding of how to use Outbound Voice to manage campaigns, filter data and import data
- Demonstrate the ability to identify, diagnose, and validate installation and configuration when deploying a Genesys Outbound Solution
- Demonstrate the ability to resolve problems with Genesys components in production