Overview:
The GCP - Composer Routing 8 Developer exam validates the candidate’s comprehensive understanding of the Composer essentials, routing configuration, debugging, testing and troubleshooting, variables and branching, flow control, server-side blocks, treatments and routing interactions.

Availability:
- Method: Certification Exam
- Level: Professional
- Pricing: 5 TUs

Exam Code: 826

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

Target Audience:
This exam is ideal for technical professionals who are routing designers and developers, and approved subcontractors worldwide that assist Genesys partners and customers in planning, designing and configuring Composer Routing applications.

Software Version:
This exam supports Composer Routing 8.1.

Exam Path:
Recommended training courses:
- Framework Routing & Reporting 8.5 Foundation (FRR85-FND)
- Composer 8.1 for Routing Development (COMR81-DEV)

Exam Objectives:
Composer Essentials
- Enumerate Composer’s capabilities
- Set Composer preferences for Tomcat and Configuration Server
- Describe Workbench, Perspective and Views
- Define Workspace, Projects and Blocks
- Navigate a Composer project
- Validate and generate code for a Workflow
- Publish an Interaction Process Diagram to Configuration Server
- Identify areas to load a published application to a routing point
Test a routing application and switch workspaces
Create a new routing application with Composer
List a Composer Routing Application project's common folders and contents
Identify blocks in Composer to create inbound voice routing applications
Load a routing application on one or more routing points
Deploy a routing application in a production environment
Upgrade an existing routing application to a new Composer version

Interaction Flows and Identify Log Messaging
- Identify Event and Request messages related to routing
- Identify Attributes in Event and Request messages
- Explain Attached Data
- Identify log messages related to target selection

Debugging, Testing, and Troubleshooting Routing Applications
- Configure debugging options in Orchestration Server and debugging preferences in Composer
- Explain how the debugger works with the Orchestration Platform
- Explain the views in the ORS Debugging perspective
- Use the debugger to step through a workflow and monitor variables
- Diagnose problems by reading URS and ORS log messages
- Identify the typical customer interaction flow messages in a debug-level URS log

Variables, Branching, and User Data to Gather Information, Attach It, and Make Decisions in Composer Routing Applications
- Explain project variables, workflow variables, and system variables
- Use system variables such as system.ANI and system.DNIS
- Use an Assign block to give a variable a value
- Create logical expressions in a Branching block
- Use the User Data block to attach data

Flow Control in Composer Routing Applications
- Explain Entry and Exit blocks
- Use the Disconnect block
- Add custom ECMAScript or SCXML code in routing applications
- Create sub-workflows and call them from other workflows
- Construct parallel code using Composer blocks
- Attach an interaction to a session and detach an interaction from a session
- Explain exception handling for routing applications
- Identify the order in which multiple exceptions will be considered
- Configure exceptions in Composer blocks

Server Side Blocks to Gather Customer and Additional Information
• Use a DB Data block to get customer information from a database
• Configure a DB Data block to use a Select statement and Stored procedure
• Configure a Web Service block and a Web Request block to access a web service

Treatments
• Use blocks to create mandatory treatments
• Use blocks to create busy treatments
• Explain how ORS can ask T-Server/SIP Server directly for a treatment

Routing Interactions
• Configure Target blocks to include more targets
• Handle errors on a Target block
• Explain how Clear Targets works
• Explain and set priority
• Use the IncrementPriority
• Identify different ways to perform skills-based routing
• Create and use virtual agent groups
• Route to a Skill in a Target block
• Explain how virtual agent groups are tracked
• Explain how URS chooses between multiple available targets
• Identify and describe the pre-defined statistics
• Configure default routing
• Explain what Force routing is and configure it

Functions
• Use functions to access a list from the configuration database and access the resulting data

Reporting and Virtual Queues
• Create a virtual queue and use it in routing