Overview:
This exam meets the requirement to achieve the Genesys Certified e-Services 8 Consultant certificate.

The Genesys Certified eServices 8 Consultant certification validates the candidate’s understanding of the Genesys eServices 8.1 architecture and deployment practices.

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

Exam Code:
810

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 consultants, system administrators and approved subcontractors worldwide that assist Genesys partners and customers in planning, installation and configuration of Genesys e-Services solution.

Software Version:
This exam supports eServices 8.1.

Exam Path:
Recommended training courses:
• Framework Routing & Reporting Foundation 8.5
• Framework Routing & Reporting Operations 8.5
• Framework Routing & Reporting Administration 8.5
• eServices 8.5 Foundation
• eServices 8.1 Deployment
• eServices 8.5 Administration

Exam Objectives:
Demonstrate an understanding of the Genesys eServices 8 architecture and capabilities
• Identify and define terms used by Genesys to describe eServices v8.1 components and their functions
• Define key business benefits
• Understand the role of Media Servers
• Explain media types
• Identify major functions of the eServices solution
• Diagram the architecture and identify the functionality of Core components, Media interfaces, Data storage, Knowledge management
• Demonstrate the ability to plan a Genesys 8.1 eServices Solution. Describe how to assess the needs, goals, and
policies of the business.

- Describe basic technical dependencies that will affect a Genesys eServices 8.1 deployment
- Display knowledge of deployment requirements
- Understand the deployment concepts for the Genesys eServices components (Prerequisite software including Resource Capacity Wizard, Java environment and Interaction workflow samples)
- Understand options for core eServices components
- Demonstrate ability to set options that affect how Genesys eServices components behave and to configure contact center resources used by Genesys such as application and switch objects
- Customizing properties
- Interfacing with Solution Reporting 8