Overview:
The Genesys Certified SIP Server 8 Consultant certification validates understanding of the Genesys SIP Server solution components related to architecture, deployment models, configuration and installation, basic usage, call flows of Genesys SIP Server, and Genesys Media Manager, and monitoring a Genesys SIP Server solution.

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

Exam Code:
807

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:
Primarily for technical professionals whose roles include system administrator, consultant or partner who will install, configure and deploy SIP Server.

Software Version:
This certification supports Genesys SIP Server 8.0.

Exam Path:
Certification Preparatory Track
• Genesys SIP Server 8.1 Basics
• Genesys SIP Server 8.1 Core

Prerequisites for SIP8-DPL are:
• Framework Routing & Reporting 8.5 Foundation
• Framework Routing & Reporting 8.5 Operations
• Framework Routing & Reporting 8.5 Administration

Exam Objectives:
SIP Server Product Overview / General Architecture
• Overview of IP Technology and SIP
• Describe VoIP protocols (signaling protocols and media protocols)
• Describe the main components of a VoIP network as they relate to SIP
• Describe gateways, soft switches, application servers, and SIP endpoints and describe their role in a voice interaction flow
• Describe the basics of the SIP protocol and SDP
• Describe Overview of Genesys IP Products and the role of the Genesys SIP Server
• Overview of Genesys SIP Solution Components
Designing A SIP Server Solution

- Describe the key features and benefits of the Genesys SIP Server
- Inbound/Outbound Calls
- Associate an ACD Queue with a Routing Point
- No Answer Supervision
- Endpoint Service Monitoring
- Call Treatments
- Call Transfer and Conference
- Regular and Emergency Call Recording
- Call Supervision
- Remote Supervision (including support for Multi-Site Supervision)
- Music and Announcements
- Personal Greeting (including Whisper)
- Preview Interactions
- Presence Subscription
- Instant Messaging
- Remote Server Registration
- Class of Service (including Trunk capacity configuration)
- Mapping SIP Headers and SDP Messages (including support for Blocking SIP headers, OPTIONS messages
- Describe SIP Server Deployment modes
- Describe SIP Deployment Considerations
- Describe SIP Server Integrations

Deployment

- OS Support
- SIP Server Installation
- Deploying A Network SIP Server
- Network SIP Server Installation
- SIP Server as a T-Server
- SIP Server Configuration
- How to deploy SIP Server
- High Availability Configuration
- Mapping SIP Headers
- Configuring Call Transfers
- Configuring Conference Calls
- Configuring Dialing Services
- Configuring Auto-Agent
- Configuring Multi-Site Call Type Tracking

Deploying Media Server

- Genesys Media Server Features
- Genesys Media Server Deployment
- Overview of Stream Manager
Using SIP 8
  • Using A SIP Softphone
  • Registering a Softphone in SIP
  • Agent Configuration
  • Associating an ACD Queue with a Routing Point
  • Performing Call Transfers
  • Describe what gcti DNs are used for
  • Describe how Emulated Agents are used
  • Describe how and when to configure Business Call Parameters
  • Describe how to configure After Work Calls
  • Describe when SIP classifies call categories
  • Class of Service

Monitoring SIP Server 8 Deployment
  • Call Supervision
  • Session monitoring
  • Call Supervision modes