Overview:
The Genesys Certified Voice Platform 8.5 consultant certification validates the candidate’s understanding of the installation, configuration and basic support of Genesys Voice Platform version 8.5 including knowledge and skills needed to plan, install and configure the Genesys Voice Platform (GVP) version 8.5 and to install and configure GVP components.

Availability:

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<tr>
<th>Method</th>
<th>Certification Exam</th>
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<td>Level</td>
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Exam Code: 820

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 targeted at consultants, system administrators and approved subcontractors worldwide that assist Genesys partners and customers in planning, installation and configuration of a Genesys GVP Solution.

Software Version:
This exam supports Genesys Voice Platform 8.5.

Exam Path:
Recommended training courses:
- Framework Routing & Reporting 8.5 Foundation
- Framework Routing & Reporting 8.5 Operations
- Framework Routing & Reporting 8.5 Administration
- Genesys Voice Platform 8.5 Foundation
- Genesys Voice Platform 8.5 Deployment

Exam Objectives:
Overview and General Architecture
- Genesys Voice Platform version 8.5 Product Overview
- Genesys Voice Platform Architecture
- Genesys Management Framework 8, CIM Platform and GVP 8.5
- Describe the GVP 8.5 components and functions
- GVP components that are integrated with third-party products
- Optional GVP Integration Options

Business and Deployment Planning
- Describe key considerations when planning a GVP 8.5 deployment
- Explain the features and benefits of using a Genesys Voice Platform Solution
Planning for single and multi-tenant environments
Describe GVP 8.5 hardware and software requirements
Using GVP 8.5 with Framework 8.5

Preparing the Environment for GVP Install
Identify the recommended steps needed to prepare the environment before installing GVP 8.5
Configure the GVP components for a new install
Introduction to different GVP integration scenarios

Installation of GVP 8.5 Components
Perform recommended installation steps
Install and configure GVP components (Resource Manager, Media Control Platform, Call Control Platform, Reporting Server)
Set up Reporting Server database
Install and configure SIP Server
Install and configure Composer
Verify and test the GVP 8.5 Installation

Provisioning GVP 8.5
Provision the GVP core components

Monitoring a GVP 8.5 Deployment
Describe basic monitoring of GVP components
Describe GVP 8.5 Reporting