Overview:
The Genesys Certified Inbound Voice 8 Consultant is the flagship technical certification for consultants, system administrators and approved subcontractors worldwide that assist Genesys partners and customers in planning, installation and configuration.

Availability:
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<tr>
<td>Level</td>
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Exam Code:
828

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.

Software Version:
This certification supports Genesys Framework 8.5.

Exam Path:
Recommended training courses:
Framework Routing & Reporting 8.5 Foundation (FRR85-FND)
Framework Routing & Reporting 8.5 Operations (FRR85-OPT)
Framework Routing & Reporting 8.5 Administration (FRR85-ADM)

Exam Objectives:
Product Architecture
- Identify Genesys product sources and documentation
- Identify Configuration Database dependencies
- Determine tasks of the Log Database Maintenance Wizard
- Identify tools used troubleshooting deployment problems
- Identify Framework components, StatServer, Solution Control Server, Message Server, Media Layer, Orchestration Server, Pulse, CCPulse and GAX
- Identify routing messages
- Identify licensing directions

Business and Deployment Planning
Determine conditions for deploying Configuration Server
Identify functions to increase application performance
Explain Multi-Tenant Design
Identify licensing requirements based on a sample environment

Install Inbound Voice
- Identify installation steps
- Identify deployment requirements

Configure Inbound Voice
- Configure ADDP, Genesys Deployment AGent, T-Server, Configuration Server, URS and CCPulse+
- Identify configuration logs

Using Framework Routing and Reporting
- Navigate CCPulse+ to display Historical View
- Configure the CCPulse+ workspace
- Configure a report layout
- Identify data collection services
- Configure CCAnalyzer
- Configure Data Sourcer

Monitor Inbound Voice
- Understand log message content to trace Genesys component, identify DN state
- Identify T-Server events
- Set Genesys alarms
- Produce log files

Orchestration Platform
- Articulate Orchestration Platform configuration
- Publish Interaction Process Diagram using Composer
- Identify Composer dependencies

Using Genesys Administrator and GAX
- Identify GAX dependencies
- Identify how GAX stores data
- Navigate the GAX interface to create views and create objects