Overview:
The Genesys Certified Intelligent Workload Distribution 8.5 Solution (GCP85-IWD) Consultant certification validates the candidate's comprehensive understanding of the installation and configuration of Genesys iWD and the Genesys iWD Application. A GCP85-iWD Solution Consultant is recognized as having achieved a foundation knowledge in implementation procedures, deployment planning, configuration, creating and running CCPulse+ reports, and monitoring an iWD 8.5 deployment.

Availability:
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<th>Method:</th>
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Exam Code: 829

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 primarily targeted at consultants, system administrators and approved subcontractors worldwide that assist Genesys partners and customers in planning, installation and configuration of an iWD 8.5 Solution.

Software Version:
This exam supports Genesys intelligent Workload Distribution 8.5.

Exam Path:
The exam recommends the following training courses as preparation:
- Framework Routing & Reporting 8.5 Foundation
- Framework Routing & Reporting 8.5 Operations
- Framework Routing & Reporting 8.5 Administration
- Intelligent Workload Distribution 8.5 Deployment

Exam Objectives:
Overview and Architecture
- Demonstrate an understanding of the overview of Genesys Intelligent Workload Distribution (iWD) 8.5 Technology
- Explain the key benefits and capabilities of iWD 8.5

Business and Deployment Planning
- Demonstrate the ability to take the project from business planning into a more technical/logistical phase
- Demonstrate understanding of tasks, sizing and iWD deployment software dependencies
Install iWD 8 Solution Components
- Demonstrate the understanding of how to perform an installation of iWD 8 Solution components
- Create databases
- Install Interaction Server
- Install iWD plugin

Configure iWD
- Demonstrate the knowledge of how to configure an iWD 8 Solution including how to use Configuration options
- Enable services for real-time reporting
- Configure Rules
- Configure the Capture functionality
- Configure data for reporting

Using iWD 8
- Demonstrate an understanding of how to use iWD Manager to manage interactions
- Demonstrate the ability to use the Reporting Services that support iWD 8.5
- Use the Global Task List in iWD Manager
- Troubleshoot error messages