Overview:

Genesys Voice Platform 8.5 Deployment (GVP85-DPL) provides students with skills needed to plan, install and configure the Genesys Voice Platform (GVP) in version 8. Using hands-on labs and demonstrations, students will learn to install and configure GVP components. Students will also learn about integration with the Genesys Framework, SIP Server and Routing. This course includes the following topics: Deployment planning; installation best practices; overview of supported third-party software; GVP components installation and configuration; CTI functionality overview; basic logging and troubleshooting.

Note: This course does not address ACD/PBX or Media Gateway configurations, nor does it provide in-depth SIP training. Extensive SIP Server training is provided in dedicated Genesys SIP Server courses.

Software Version:

This course uses GVP version 8.5.0 with other Genesys 8.1 software

Course Objectives:

After completing this course, a student will be able to:

- Install and configure the GVP 8.5 components.
- Create IVR Profiles and DID Groups.
- Configure GVP resources.
- Describe how GVP interacts with SIP Server and Genesys Routing.
- Perform basic GVP troubleshooting.
- Configure GVP reporting for Genesys Administration.
- Use Composer to test and verify a GVP installation.

Target Audience:

System administrators, system integrators, telephony specialists, and any other technical roles involved in planning installation, configuration, and maintenance of Genesys Voice Platform solutions. The course is recommended for customers using GVP version 8.1.7 or 8.5.x.

Course Prerequisites:

Courses Required:

- Framework 8 Deployment (FWK8-DPL)
- Genesys Voice Platform 8.x Foundation (GVP8x-FND)

Skills Required:

- Familiarity with IVR concepts
- Basic Genesys Routing knowledge recommended
- SIP Server knowledge recommended

Course Outline:

GVP 8.5 Architecture

- Identify the Framework prerequisites for GVP
Define the GVP components and architecture
Explain basic call flows
Define GVP deployment steps
Describe high availability options
Define how to integrate GVP with a network management system

SIP Server Installation
- Install SIP Server
- Add Switch Objects
- Configure SIP Server to work with GVP

GVP Installation
- Install and configure the GVP core components
  - Media Control Platform
  - Call Control Platform
  - Resource Manager
  - Reporting Server
- Create the Reporting Database
- Add a Solution Object

Resources
- Define the purpose of Logical Resource Groups
- Create Resource Groups for Resource Manager

IVR Profiles and DID Groups
- Configure and provision IVR Profiles
- Add DID Groups

Policy Management
- Define Dialing Rules
- Create Burst Policies
- Configure Call Information Rules
- Install Policy Server

GVP Reporting
- Install SNMP Master Agent
- Configure the GVP Dashboards

Composer for Voice Applications
- Describe the Composer installation steps
- Configure settings for the debugger
- Run and debug an application
- Test the GVP installation with Composer

Introduction to different GVP integration scenarios
- Explain integration options
- Describe CTI through SIP Server
- Explain CTI through IVR Server
- Configure and test a Routing integration
Troubleshooting
- Perform basic troubleshooting steps for GVP components
- Explain the EMS logging interface

Working with Multiple MCPs
- Configure and install multiple MCPs on one host