Overview:
This bundle of courses teaches you the basic knowledge required to properly manage your PureEngage system. You are able to select the best learning method for your needs (in-person, virtual, or self-study) and schedule your attendance to fit your budget! These courses will qualify you for the SIP Server 8 Consultant certification (exam cost included).

Included:
Genesys SIP Server 8.1 - Basics SIP81-BAS
Genesys SIP Server 8.1 - Core SIP81-COR
Certification - SIP Server 8 Consultant GCP8-SIP

Availability:

<table>
<thead>
<tr>
<th>Method</th>
<th>Instructor-Led</th>
<th>Virtual Instructor-Led</th>
<th>Self Study</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration</td>
<td>5 Day(s)</td>
<td>5 Day(s)</td>
<td>30 Days Access</td>
</tr>
<tr>
<td>Pricing</td>
<td>38 TUs</td>
<td>38 TUs</td>
<td>38 TUs</td>
</tr>
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Course Objectives:
This bundle of courses prepares the student to perform the following tasks:
- Explain fundamentals of Voice Over IP
- Describe basics of Session Initiation Protocol (SIP)
- Explain Genesys SIP Server and other Genesys SIP components
- Identify the integration of Agent Desktop Application and SIP Endpoint with Genesys SIP Server
- Describe Genesys SIP Product Offerings
- Describe main configuration elements of Genesys SIP Server
- Identify common SIP Server DNs
- Trace the call flows on Genesys SIP Server
- Identify Genesys SIP Server call model
- Describe call transfers
- Explain mapping data between SIP and Genesys protocols
- Describe Genesys SIP Server – Media Server integration
  - Treatments
  - Conference Calls
  - Call Supervision
  - Call Recording
- Describe Genesys SIP Server agent support
- Explain Genesys SIP Server features

Target Audience:
This bundle of courses is meant for a technical audience.

Course Prerequisites:
PureEngage Premise Bundle - Basic Administration-Tech
Describe Genesys SIP Server main deployment modes and installation
Describe Genesys SIP Server multi-site support
Identify Genesys SIP Server high availability options
Implement High Availability using Genesys SIP Proxy Server
Explain Genesys SIP Proxy Pool