Overview:
This bundle enables you to plan, develop, and test inbound voice routing applications developed with Composer for use with Orchestration Server in a SIP environment. 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!

Included:
Framework Routing and Reporting 8.5 Foundation FRR85-FND
Genesys Voice Platform 8.5 Foundation GVP85-FND
Genesys SIP Server 8.1 - Basics SIP81-BAS
Composer 8.1 Routing Application Development COMR81-DEV
Genesys Voice Platform 8.5 Deployment GVP85-DPL

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>12 Day(s)</td>
<td>12 Day(s)</td>
<td>30 Days Access</td>
</tr>
<tr>
<td>Pricing</td>
<td>82 TUs</td>
<td>82 TUs</td>
<td>82 TUs</td>
</tr>
</tbody>
</table>

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

Course Objectives:
This bundle of courses prepares the student to perform the following tasks:

- Describe the benefits of the Genesys Platform, explain the Framework layers, and how Genesys Framework works with the Contact Center.
- Use Genesys Administrator Extension (GAX) and Genesys Administrator to:
  - Create, manipulate, and configure contact center objects
  - Monitor the environment
- Describe Genesys Routing and explain a simple routing scenario.
- Describe Workspace Desktop Edition and use to handle a call.
- Explain parameter groups and use GAX to set values in parameter groups.
- Describe Solution Reporting and use to view real-time and historical reports.
- Explain the features and benefits of using GVP
- Describe the GVP 8 architecture
- List the main components of GVP 8
- Explain the communication between the GVP

Course Prerequisites:
All prerequisites are included in the bundle.
components and SIP Server
- Describe GVP reports
- Explain GVP integration options
- 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 the Orchestration platform architecture
- Create, provision, and test a routing application
- Trace messages in an interaction flow
- Deploy a routing application in a production environment
- Use Composer to design routing applications, including:
  - Use the Target block to route to agent groups, skills, and other types of targets
  - Customize the Target block to route based on statistics
  - Customize the Target block to include virtual queues
  - Handle errors in a workflow
  - Use voice treatments
  - Create variables and use them in Composer blocks
  - Use attached data in workflows
  - Use Expression Builder to create routing decisions based on DNIS, caller entered digits, and other attributes
  - Use List objects from the Configuration Layer
  - Access data from a web service
  - Access data stored in a database
  - Use subroutines to modularize a routing application
- Use the ORS debugger to test and debug routing applications
- 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.