

## Genesys Certified Professional (GCP)

### Program Overview

#### Genesys Certified Professional Program

The Genesys Certified Professional (GCP) program is a prestigious professional studies endeavor, affording you an industry recognized designation for supporting Genesys products. Completing the GCP program is a valuable achievement that strengthens your marketability as an expert in Genesys contact center solutions.

Not only does a Genesys professional certification deliver the best possible return on your company's investment, it may also fulfill some of the requirements needed by partners to achieve Gold Certified Partner status. Genesys University emphasizes that the GCP program is a serious undertaking, requiring a commitment to personal preparation, study, and on-the-job experience.

#### Genesys 7 Certification Exams

- GCP7-System Consultant, Inbound Voice
- GCP7-Developer, Inbound Voice Routing
- GCP7-System Consultant, Genesys Voice Platform
- GCP7-System Consultant, Genesys Info Mart
- GCP7-System Consultant, Workforce Management
- GCP7-Scheduler/Planner, Workforce Management
- GCP7-System Consultant, SIP Server
- GCP7-System Consultant, Outbound Voice

Genesys Certified Professional version 7 (GCP7) exams are available at over 3,000 Prometric testing centers worldwide. The release of the Genesys 7 certification exams reflects our certification strategy to enable our customers and partners to achieve certifications that directly coincide with their job role and the Genesys solutions they are supporting. The goal of the exam names is to clearly identify the area in which the person has demonstrated product knowledge and the

role for which this knowledge is likely to be useful.

Our most popular certification designation is the **Genesys Certified Professional version 7 – System Consultant for Inbound Voice, (GCP7-CIV)**. This certification is primarily designed for Genesys partners worldwide who assist Genesys customers in planning, installation, and configuration of Genesys Inbound Voice products. This exam is the version 7 equivalent of our Certified Genesys Engineer certification for Genesys version 6 (CGE6). Additional preparation is recommended before updating your certification from CGE6 to GCP7-CIV as the product updates introduced new functionality and content.

The **Genesys Certified Professional 7 – Developer for Inbound Voice Routing Strategies (GCP7-DIV)** certification is designed for routing developers involved in creating and/or maintaining routing strategies in the contact center. The GCP7-DIV exam is the equivalent of our Certified Genesys Routing Professionals version 6 (CGRP6) exam. Additional preparation is also recommended before updating from CGRP6 to GCP7-DIV.

The **Genesys Certified Professional 7 – System Consultant, Genesys Voice Platform (GCP7-CVP)** certification is designed for system consultants involved in installing, configuring and supporting Genesys Voice Platform solutions. The GCP7-CVP exam was released in 2008 to support GVP version 7.5 or later solutions. The GCP7-CVP exam replaced the GCP7-CVE exam. Candidates using an earlier version of GVP such as 7.1 and 7.0 are advised to contact their local Genesys Training Center before registering for this exam.

The **Genesys Certified Professional 7 – System Consultant, Genesys Info Mart (GCP7-CGIM)** certification is designed for Genesys partners and customers in planning, installation and configuration of Genesys GIM reporting solutions. The GCP7-CGIM exam was released in Q4 2008 and supports GIM version 7.5 or later solutions.

The **Genesys Certified Professional 7 – System Consultant, Workforce Management (GCP7-CWFM)** certification is designed for Genesys partners, customers, system administrators, solution integrators, telephony specialists and other technical roles involved in planning, installation, configuration and maintenance of Genesys Workforce Management solutions.

The **Genesys Certified Professional 7 – Scheduler/Planner, Workforce Management (GCP7-SWFM)** certification is designed for contact center managers, supervisors, and others responsible for forecasting, scheduling and monitoring contact center efficiency using Genesys Workforce Management.

The **Genesys Certified Professional 7 – System Consultant, SIP Server (GCP7-CSIP)** certification is designed for system administrators, solution integrators, telephony specialists and any other technical role involved in planning, installation, configuration and maintenance of Genesys SIP Server solutions.

The **Genesys Certified Professional 7 – System Consultant, Outbound Voice (GCP7-COV)** certification is designed for system administrators, solution integrators, telephony specialists and any other technical role involved in planning, installation, configuration

and maintenance of a Genesys Outbound Contact Solution (OCS).

Information on these and upcoming certifications are available on the Genesys Certified Professional Program web page: [Genesys Certified Professional Program](#)

## Registration

Exam candidates must first contact their local Genesys Training Center before registering for an exam. They should remember to ask if they are eligible for an exam discount before paying their exam fees. Candidates will be given a certification voucher code to use when registering for their exam on the Prometric web site.

Next, exam candidates register via the Prometric web-site. During the registration process, the candidate will enter the electronic voucher number as the method of payment.

Note that as the leader in the delivery of certification exams, Prometric has authorized testing centers in over 3,000 locations worldwide, making the Genesys certifications accessible in just about any location where there is a Genesys implementation and at a time convenient for you.

Follow these steps to register for an exam:

1. Contact your local Genesys Training Center to prepay and obtain an exam voucher code.
2. Go to the Prometric website located at <http://www.prometric.com/> and select the **Test Taker** link located on the left-hand navigation menu.

3. On the new page, select **Schedule a Test**.
4. Select your area of study, **Information Technology (IT)**; select your testing program, **Genesys Telecommunications Laboratories**; choose your country and state. Click **Next**.
5. Select Schedule an Appointment. Click **Next**.
6. Select the Exam of your choice. Click **Next**.
7. Choose an exam site.
8. You will be asked to log-in or complete a profile for a New User. You will be directed to a web page to choose a Date and Time for your exam.
9. A summary of your enrollment will appear. You will be asked to enter your exam voucher number at the top of the page. Click **Commit Registration** if all information is accurate.
10. You will be sent a confirmation email with FAQs for taking an exam at Prometric.

## Exam Payments and Pricing

If you have completed the Genesys University suggested preparatory track prior to sitting for the associated exam, you may be entitled to a certification exam discount. Be sure to inquire if you are eligible for any exam discounts.

Customers who are budgeting for a complete GU training plan may find it more cost-effective to include the price of the certifications into their overall plan. In those cases, the customer would prepay GU for the exams. Upon receipt of payment, GU will provide the customer

with the appropriate number of electronic voucher codes that can be used when registering for an exam via the Prometric web-site. Discounts may apply to multiple exam purchases. Each voucher code will apply to a single registration and one certification attempt.

A candidate who has not completed the GU recommended training may challenge the exam. Challenge exam fees vary by region. Please contact the Genesys Training Center in your region to inquire about challenge exam fees.

While prices vary slightly based on region, Genesys University certification exams worldwide have been standardized assuring that wherever you choose to take your exam, the exam content will be the same.

## Preparation

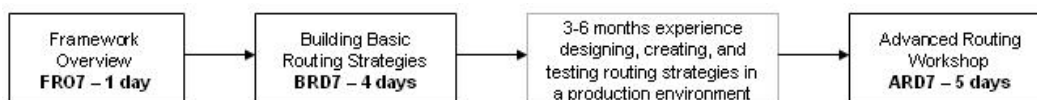
Genesys highly recommends attending the corresponding Genesys University certification preparatory track. The certification preparatory tracks are a series of courses that act as a tool to prepare the student for the various certification exams. Some of the preparatory courses listed also have their own prerequisites. Candidates are encouraged to review each corresponding exam study guide for a detailed description of the complete preparatory track they may wish to complete before scheduling their exam. In addition, Genesys certification exams test the student on both the course work and hands-on experience.

## Certified Preparatory Tracks for GCP7

### Genesys Certified Professional 7 – System Consultant, Inbound Voice (GCP7-CIV)

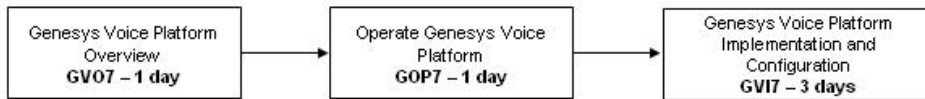


### Genesys Certified Professional 7 – Developer, Inbound Voice Routing (GCP7-DIV)

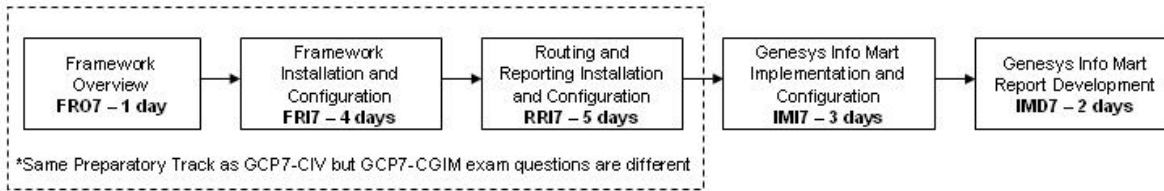


(ARD7) requires at least three months' experience designing, creating, and testing routing strategies in a production environment.

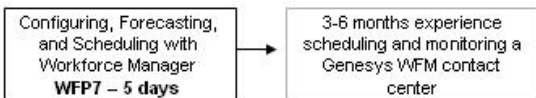
### Genesys Certified Professional 7 – System Consultant, Genesys Voice Platform (GCP7-CVP)



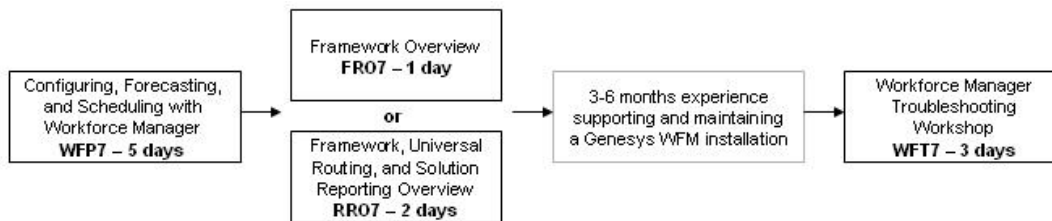
### Genesys Certified Professional 7 – System Consultant, Genesys Info Mart (GCP7-CGIM)



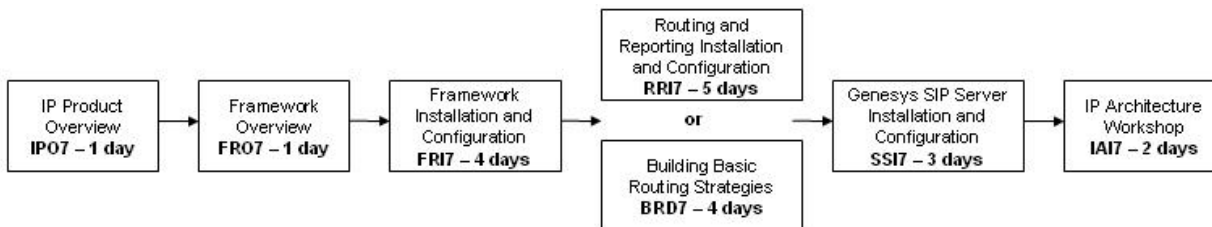
### Genesys Certified Professional 7 – Scheduler/Planner, Genesys Workforce Management (GCP7-SWFM)



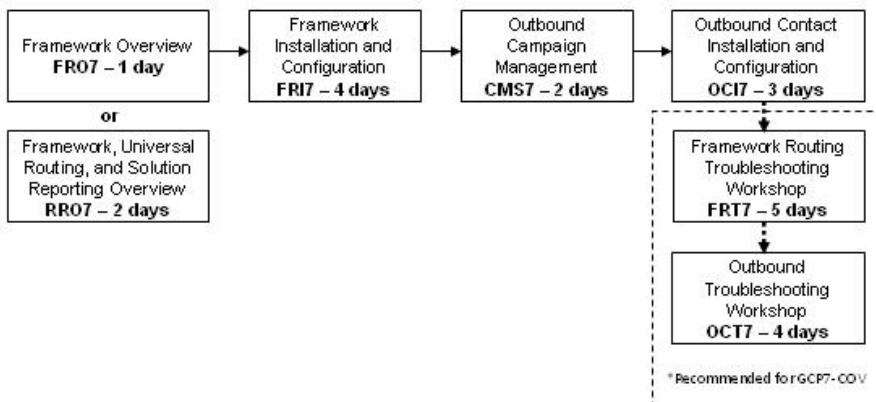
### Genesys Certified Professional 7 – System Consultant, Genesys Workforce Management (GCP7-CWFM)



### Genesys Certified Professional 7 – System Consultant, Genesys SIP Server (GCP7-CSIP)



### Genesys Certified Professional 7 – System Consultant, Outbound Voice (GCP7-COV)



After attending the preparation courses we highly recommend the following:

- Review course topics/contents and apply the knowledge and learned techniques to your environment.
- Use Genesys products as much as possible before you attend the exam.
- Check the technical documentation for more details around the course topics. The exams include knowledge of the technical documentation.
- Review methods for contacting Technical Support and how to get additional information by Public Ticket Archive, Knowledge Base, Tech Tutorials etc.
- Focus your attention in understanding and knowledge of:
  - Architecture
  - Call Flows with Events and Requests (incl. different call types and situations)
  - Logfiles, -storage, -events
  - Server Options of common Genesys Server applications

Exam Detail and Study Guides that provide specific skill set requirements and sample questions are available for download from the Genesys University website at:

[Genesys Certified Professional Program](#)

## Exam Content

The exams are comprised of a variety of question types: true/false, multiple choice, multiple response, and scenarios.. **Exams are completely closed book.** Documentation CDs, laptops, PDAs or any other types of assistance are not allowed.

The exams are timed and will range from 2 to 2.5 hours. Exams are currently given **only in English (except in Japan)**. Exam candidates in non-English speaking countries are allotted 3 hours to take the exam. Students in English speaking countries who are non-native English speakers or require any other special accommodations may get an additional 30 minutes, as long as the request is made in advance of registration. The Prometric Special Accommodations department manages all special requests. Contact them at [specialconditions@prometric.com](mailto:specialconditions@prometric.com) or +1800 443-1684.

## Taking the Exam

Please arrive to the testing center 30 minutes prior to your appointment to complete the necessary exam preparation. You will need to provide two forms of identification, one with photo ID.

A Prometric proctor will get you started and monitor the room regularly. You will be required to accept the terms of a **Candidate Agreement**, which will be presented just before the certification exam begins. The Candidate Agreement lays out the terms, conditions, and confidentiality required of potential candidates and outlines the use of the Genesys Certified Professionals (GCP) logo on personal business cards.

Your allotted time begins when you accept the candidate agreement and you are presented with the first question.

## Exam Results

The exams are based on standard test and scoring theory. There are no partial credit awards on multiple-point questions. Scores are based on the number of correct answers. **Information on the passing rate required for each exam is provided in the individual exam study guides.**

When finished, candidates will be notified immediately whether they passed or failed the exam and will be provided with a final printed score report. As part of our policy, exams are not returned or reviewed with test candidates.

## Re-take Policies

If you do not pass an exam, you may choose to retake it, but you must wait at least 10 days before you may retake a failed exam. To schedule a retake exam, please follow the standard process of registering for an exam.

Genesys may not extend an official certification designation to any exam candidate who passes an exam in violation of the 10-day re-take policy. In addition, exam candidates who attempt

and fail the same exam 3 times within a 12-month period will not be awarded a certification designation until there has been a 12-month waiting period after the last failed exam.

## Certification Letter/Certificate

While exam candidates will find out immediately upon test completion whether or not they passed the exam, candidates will not receive the official Genesys Certified Professional designation from Prometric. Genesys will process each candidate's exam and award those eligible for Genesys Certified Professional status. It is important, therefore, that all candidates make sure that their contact information and profile information is accurate when registering on the Prometric registration site. This will enable Genesys University to deliver a formal congratulatory letter and two printed copies of your GCP Certificate to you as recognition for successfully completing any one of our certification exams. In addition, the Genesys Certified Professional logo will be emailed to the successful exam candidate for incorporation with your personal business cards.

## Maintaining and Updating Certifications

**Starting Q3, 2007**, all candidates who achieve a Genesys Certified Professional designation will be considered as having achieved an individual professional certification that is valid for three years from the date of their exam.

All individuals who achieved Certified Genesys Engineer (CGE6) or a Genesys Certified Professional (GCP7) certifications prior to Q3 2007 will continue to be considered as having achieved an individual professional certification until the 2nd major product version release from the original release corresponding to their certification. (Genesys Partners, however, may be required to update their certification designations to apply for or maintain their partner status. Contact the Genesys Partner Organization for more information.)

**Please note:** All CGE6 and GCP7 individual professional certifications are lim-

ited to the Genesys products and version identified by their certification. For example, a CGE6 certification designates Genesys version 6 only.

All Candidates who achieve their individual professional certifications after June 30, 2007, will be required to renew their certifications after three years (from the date of their exam) regardless of the number of Genesys major products that have been released since the date of their certification exam.

### Genesys Version 6 or Older Certification Exams

*Note: All individuals who passed the original GCS7-CTI exam were automatically granted the GCP7-CIV certification.*

### Genesys Version 6 Exams

- **Certified Genesys Engineer 6 (CGE6)**
- **Certified Genesys Routing Professional 6 (CGRP6)**

**NOTE:** At the end of Q2 2007, Genesys University no longer offered version 6 certification exams through Prometric.

If you are certified as CGE6 or CGRP6, you did not lose your certification when we phased out the version 6 exams. Your certification is limited, however, to the version of Genesys for which you are certified.

Please contact your local Genesys University Training Center to discuss any questions you may have about your version 6 certification designation or upgrading to version 7. You can also check the GU website for more details: [Genesys Certified Professional Program](#)

If you hold a CGE or CGRP certification for Version 5.x or 6.x you need to take the the Genesys 7 equivalents to upgrade your certification. For CGE6, take the Genesys Certified Professional 7 – System Consultant, Inbound Voice (GCP7-CIV) exam. For CGRP6, take Genesys Certified Professional 7 – Developer, Inbound Voice Routing Strategies (GCP7-DIV) exam. Genesys highly recommends attending the full preparation track before attempting these exams (see Certified Preparatory Tracks) as between Version 5.x and 7.x, many new functionalities

were introduced in addition to the architecture and technology changes.

Genesys no longer recognizes the component exam structure for the Genesys 6 exams. Even if you passed one of the component exams, you will be required to sit the full single exam at Version 7 to qualify for your certification.

### For More Information...

- Please refer to the Genesys University Training Website for more details on training: <http://www.genesyslab.com/training/>
- For detailed information on the certified preparatory tracks and course details, visit: [http://www.genesyslab.com/training/certification\\_programs.asp](http://www.genesyslab.com/training/certification_programs.asp)
- The Prometric web-site can be found at: <http://www.prometric.com>.

For further inquiries, please contact your local Genesys University registrar:

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