



Genesys University

Well-Trained Staff Leads to Well-Run Contact Centers



Interactive Learning Through Live Classroom Training

You'll be trained by highly skilled certified instructors at Genesys University campuses or training sites and receive extensive hands-on experience on preconfigured workstations and in practice labs. You'll gain new perspectives from your interactions with both instructors and participants from other companies.



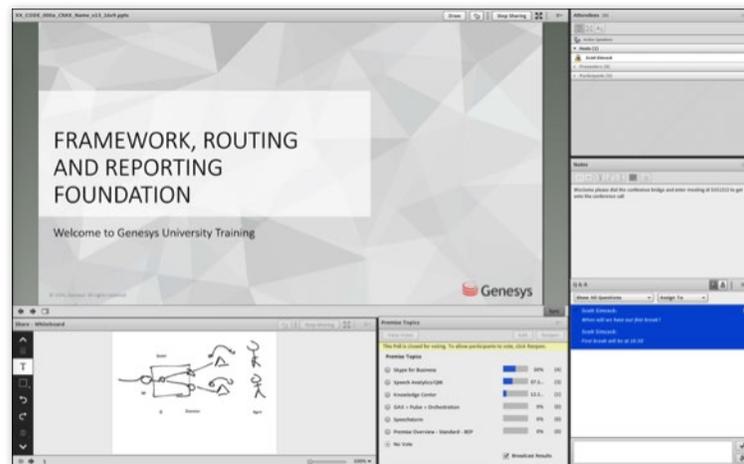
Save Travel Costs with Virtual Classroom Training

These live, instructor-led sessions offer you the same course materials, instructors, and content you'd receive in our live classroom sessions. Just use your own computer to connect by the internet to the virtual classroom, then join your Genesys-certified instructor and fellow participants located around the region.

Virtual classrooms are equipped with text, voice and video messaging so that you interact with your classmates and instructor in real time. Tools like screen sharing, white boarding and polling provide even more classroom interactivity. You can also practice your new skills in real time by completing class exercises in virtual lab environments.

BENEFITS

- Comprehensive Genesys curriculum with both business and technical tracks developed with the unmatched knowledge of Genesys-certified experts
- Training support that is relevant to your operations staff and end users both before and after deployment
- Customized training for your specific environment and applications
- Flexible delivery options to meet your learning style, schedule, and travel availability
- Improved employee performance and increased business value from your Genesys technology



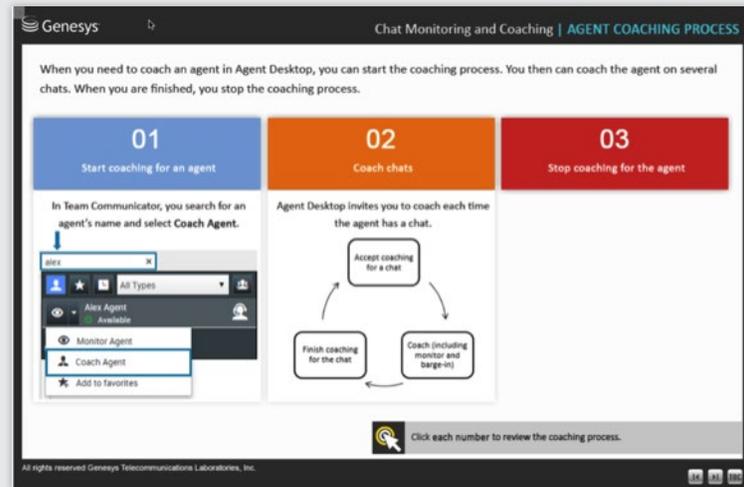
For 12 months after your live or virtual classroom training, you can continue to refer to the course eBooks with their embedded animations, videos, audio files, and your classnotes. eBooks are associated with both live and virtual classroom courses. You can order hard copies if needed.



Fit Training into Your Schedule with eLearning On-Demand

eLearning On-Demand courses are hosted online for you to access anywhere with no special software. The self-paced modules are designed as references for pre-deployment, just-in-time, and post-deployment use. The modules emphasize the key information you need and a chance to practice using

simulations in the modules. Attend from your home or office or take in a few modules on the train to revisit segments during your morning commute.



Genesys Solution Adoption Toolkits (G-SAT)

At Genesys University, we realize that you may need specialized content to suit your solution, environment, or staff skill levels. Courses can be customized for your specific environment and branded as needed. The courseware can be delivered virtually, loaded onto your learning management system for all employees can access it, or in live classrooms for the durations that fit your staff's availability.



Certification

When you invest in technology, you need well-trained experts to run it. Certified Genesys professionals and Genesys partners help you gain the most business value from your investment through greater and more effective adoption.

Genesys Certified Associate—equips supervisors, administrators, and associate consultants to perform standard out-of-the-box functions of the Genesys Customer Experience Platform. This certification meets Genesys Partner Program requirements.

Genesys Certified Professional—expands skills of technical professionals with some knowledge and experience with the Genesys Customer Experience Platform; can customize, troubleshoot, and maintain Genesys implementations as well as perform standard out-of-the-box functions. This certification meets Genesys Partner Program requirements for these three roles:

- **Genesys Certified Professional Consultant**—readies consultants, system administrators, and approved subcontractors who assist Genesys customers and partners in the planning, installation, configuration, routing design, and maintenance of their Genesys systems
- **Genesys Certified Professional Developer**—can develop applications using Genesys Platform Software Development Kit; this certification is appropriate for system integrators, telephony specialists, Genesys partners, and Genesys employees
- **Genesys Certified Professional Support**—equips consultants, system administrators, and approved subcontractors to assist Genesys customers and partners in troubleshooting their Genesys configurations

Genesys Certified Presales Program for Partners—validates partners' comprehensive and relevant knowledge of Genesys solutions for presales activities

Visit the [Genesys Certification website](#) for current details.

Technical Requirements

eBooks

- eBooks used in both live classroom and virtual classrooms and are available for a year afterward
- You can download a course eBook to your tablet (Android or Mac iOS) or access them online after logging into the [eBook portal](#)

eLearning

- Internet connection
- Current browser such as Internet Explorer 9+ , Firefox or Chrome browsers with the latest updates and service packs installed

Virtual Classroom

- High-speed internet connection
- Windows XP through 7 with the latest updates and service packs supported
- Minimum Pentium 1 GHz processor with 1GB RAM
- Current browser such as Internet Explorer 9+, Firefox or Chrome browsers with the latest updates and service packs installed
- Upon first connection to the Virtual Labs, local Admin rights are needed to install Java controls (latest version recommended)



For more information about courses, schedules, learning paths, and certification, please visit our [Genesys University website](#) or call or email your [regional contact](#).

KEY FEATURES

- Genesys-certified instructors who teach in English, French, German, Spanish, Portuguese, Japanese, or Mandarin; other languages such as Turkish and Italian available on case-by-case basis
- Permanent campuses in US, UK, France, Germany, Australia, Japan, China, India
- 50+ courses available

About Genesys

Genesys, creator of the world's #1 Customer Experience Platform, empowers organizations to build exceptional customer relationships with personalized, omnichannel experiences across all journeys in the customer lifecycle. For over 25 years, we have put the customer at the center of all we do, and today, we continue to passionately believe that great customer experience drives great business outcomes. Trusted by over 4,700 customers in 120 countries, Genesys orchestrates over 24 billion interactions per year in the cloud and on premises.

Visit us at www.genesys.com or call us at +1.888.436.3797.