



Exam Study Guide

Genesys Certified Professional 8 Composer Routing 8 Developer (GCP8–DCR)

Exam Code	826 and 826e
Product Supported:	This exam supports Genesys Composer Routing 8.1
Type of Exam	Multiple choice, true/false, fill-in-the-blank and multiple select questions
Certification Level	Professional level
Length	65 questions
Passing Score	70% correct
Exam Language	English-only
Timing	826: timed for 85 minutes 826e: timed for 105 minutes (for non-native English speakers)
Exam Location	Kryterion online or exam testing centers worldwide Genesys certification exams can be taken on your own online or scheduled at one of 750 Kryterion test centers worldwide, providing you with two convenient means of getting certified at your own time and location. IMPORTANT: If you are taking the exam online, please download and read the proctored online exam setup and requirements .
Exam Price	Check with Genesys University Training Registration for current price information. Prices may vary depending on country where exam will be delivered. You will need to obtain an exam voucher code which will be used during the payment process. Check if your company has prepaid your exam fees or if your company qualifies for exam discounts.
Exam Registration	Exam candidates must first contact their local Genesys Training Center before registering for an exam. The Genesys Training Coordinator will collect your exam fees and give you a certification voucher code to use when registering for your exam. You will be asked to log-in or complete a profile for a New User. You may select a date, time and location for your exam. Use the exam voucher number in the field Promotion Code during exam registration. <u>Be sure to check the expiration date of your exam voucher code.</u>
Exam Reschedule	If you need to reschedule your exam, please do so no less than 72 hours from the scheduled date and time in your region. <u>Late cancellation or reschedules fees</u> are imposed for exams rescheduled less than 3 days before the scheduled date and time.
Canceling the Exam	Similar to exam reschedules, <u>late cancellation or reschedules fees</u> are imposed for exams cancelled less than 3 days before the scheduled date and time. You can cancel your scheduled exam however, please keep in mind that the <u>voucher codes is for one-time use</u> . You will not be able to use the same voucher number if you schedule an exam after you cancel a prior appointment. You will need to contact Genesys Training for a replacement voucher. All voucher numbers are tracked and monitored.

Exam Description

The GCP – Composer Routing 8 Developer exam validates the candidate's comprehensive understanding of the Composer essentials, routing configuration, debugging, testing and troubleshooting, variables and branching, flow control, server-side blocks, treatments and routing interactions.

Who should take this exam?

The GCP – Composer Routing 8 Developer exam is primarily targeted at routing designers and developers, and approved subcontractors worldwide that assist Genesys partners and customers in planning, designing and configuring Composer Routing applications.

Preparing to take the exam

Genesys University highly recommends that candidates seeking certification follow the certification preparatory track as well as at least six months of field experience. The preparatory track, coupled with hands-on experience will increase the probability of passing the exam.

Recommended courses:

- Framework Foundation 8.5 (FWK85-FND)
- Composer Routing 8.1 Development (COMR81-DEV1)

Genesys Composer Routing 8 Developer Exam Topics

Composer Essentials

- Enumerate Composer's capabilities
- Set Composer preferences for Tomcat and Configuration Server
- Describe Workbench, Perspective and Views
- Define Workspace, Projects and Blocks
- Navigate a Composer project
- Validate and generate code for a Workflow
- Publish an Interaction Process Diagram to Configuration Server
- Define an Enhance Routing Script Object
- Identify areas to load a published application to a routing point
- Test a routing application and switch workspaces
- Create a new routing application with Composer
- List a Composer Routing Application project's common folders and contents
- Identify blocks in Composer to create inbound voice routing applications
- Load a routing application on one or more routing points
- Deploy a routing application in a production environment
- Upgrade an existing routing application to a new Composer version

Interaction Flows and Identify Log Messaging

- Identify Event and Request messages related to routing
- Identify Attributes in Event and Request messages
- Explain Attached Data
- Identify log messages related to target selection

Debugging, Testing, and Troubleshooting Routing Applications

- Configure debugging options in Orchestration Server and debugging preferences in Composer
- Explain how the debugger works with the Orchestration Platform
- Explain the views in the ORS Debugging perspective
- Use the debugger to step through a workflow and monitor variables
- Diagnose problems by reading URS and ORS log messages
- Identify the typical customer interaction flow messages in a debug-level URS log

Variables, Branching, and User Data to Gather Information, Attach It, and Make Decisions in Composer Routing Applications

- Explain project variables, workflow variables, and system variables
- Define project and workflow variables
- Use system variables such as system.ANI and system.DNIS
- Use an Assign block to give a variable a value
- Create logical expressions in a Branching block
- Use the User Data block to attach data

Flow Control in Composer Routing Applications

- Explain Entry and Exit blocks
- Use the Disconnect block
- Add custom ECMAScript or SCXML code in routing applications
- Create sub-workflows and call them from other workflows
- Construct parallel code using Composer blocks
- Attach an interaction to a session and detach an interaction from a session
- Explain exception handling for routing applications
- Identify the order in which multiple exceptions will be considered
- Configure exceptions in Composer blocks

Server Side Blocks to Gather Customer and Additional Information

- Use a DB Data block to get customer information from a database
- Configure a DB Data block to use a Select statement
- Configure a DB Data block to use a stored procedure
- Configure a Web Service block to access a web service
- Configure a Web Request block to access a web service

Treatments

- Explain mandatory and busy treatments
- Use blocks to create mandatory treatments
- Using the appropriate blocks, create busy treatments
- Explain how ORS can ask T-Server/SIP Server directly for a treatment

Routing Interactions

- Configure a Target block
- Configure Target blocks to include more targets
- Handle errors on a Target block
- Explain how Clear Targets works
- Explain and set priority
- Use the IncrementPriority
- Identify different ways to perform skills-based routing
- Create and use virtual agent groups
- Route to a Skill in a Target block
- Explain how virtual agent groups are tracked
- Explain how URS chooses between multiple available targets
- Identify and describe the pre-defined statistics
- Configure default routing
- Explain what Force routing is and configure it

Functions

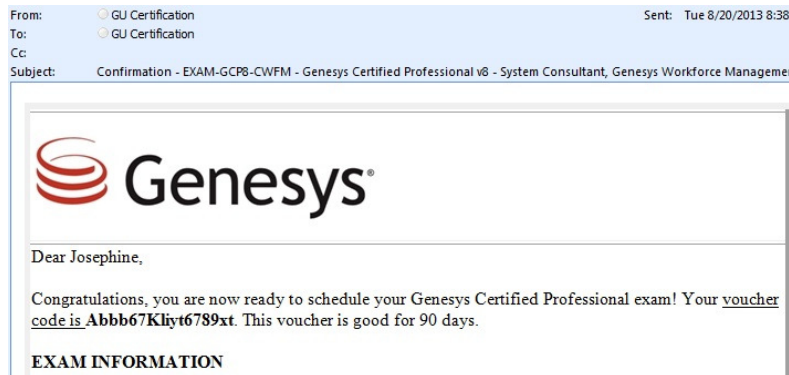
- Use functions to access a list from the configuration database and access the resulting data

Reporting and Virtual Queues

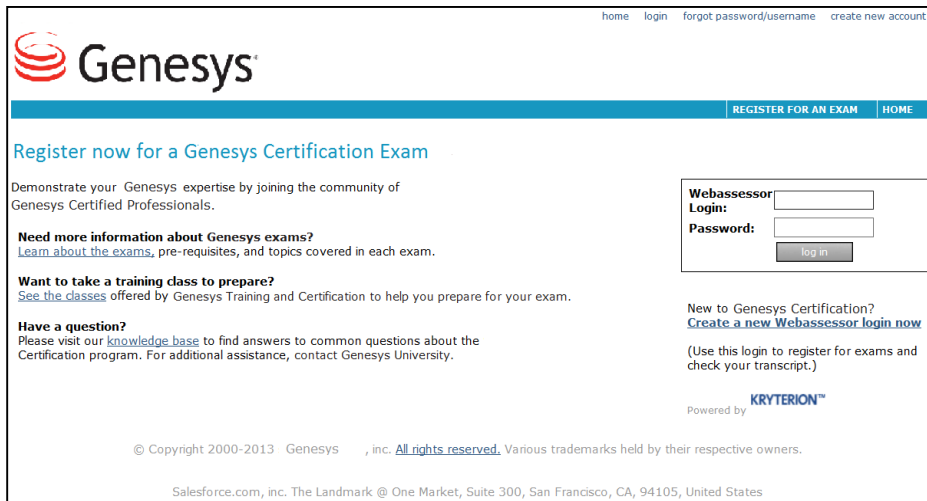
- Describe virtual queues and how they work
- Create a virtual queue and use it in routing

Genesys Certification Registration

Step 1: Obtain your exam voucher code by contacting your local Genesys University Training Registration representative. A sample voucher code attached to an confirmation email is shown below.



Step 2: Visit the Genesys Certification Registration website Create a new profile and register to schedule your exam.



Step 3: During checkout, enter the voucher code in the field Promotion Code.

