



## Exam Study Guide

## Genesys Certified Professional 8 Consultant, Genesys Advisors 8 Solution (GCP8 – ADV8)

Exam Code	GE0-818
Product Supported:	This exam supports Genesys Advisors software version 8.1
Type of Exam	Multiple choice; fill in the blank and multiple select questions
Certification Level	Professional level – for consultants
Length	73 questions (73 points possible)
Passing Score	70% correct (51.1 points = 70%)
Exam Language	English-only
Timing	GE0-818: The exam is timed for 100 minutes. GE0-818e: The exam is timed for 120 minutes for non-English speaking candidates
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. <b>IMPORTANT:</b> If you are taking the exam online, please download and read the <a href="#">proctored online exam setup and requirements</a> .
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 <a href="#">Genesys Training Center</a> 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>Penalty fees</u> will incur for exams rescheduled less than 3 days before the scheduled date and time.
Canceling Exam	You can cancel your scheduled exam however, please keep in mind that the voucher number is for one-time use. 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.

## Eligibility

The Genesys Certified Professional (GCP) program is open to current Genesys customers, partners and employees only. Passing the exam is only one part of the certification process. Genesys will need to verify that you are eligible for Genesys Certification before we can issue you a certificate and recognize your status as a Genesys Certified Professional. If you have any questions regarding your eligibility, please contact your local Genesys University training center.

The GCP8 – Consultant, Genesys Advisors certification is primarily for consultants, system administrators and approved subcontractors worldwide that assist Genesys partners and customers in planning, installation and configuration of Genesys Advisors solutions. This certification validates the candidate's comprehensive understanding of the Genesys Advisors solution components related to Advisor architecture, implementation and deployment planning, installation, configuration and troubleshooting.

## Target Audience

Candidates who would like to be certified as Advisor consultants should have at least 12 months of field experience. They should have the following pre-requisite skills:

- Must be able to understand a customer's reporting needs and how to use Advisors to meet them
- 1 year basic Framework, Config Manager, Stat Server, install and configure Genesys applications  
Genesys skills/understanding/experience
- 1 year deployment and troubleshooting skills with Windows 2008
- 1 year deployment and troubleshooting skills with Oracle and MS Sql
- Optionally 1 year web technology understanding http, apache, Geronimo, xml, \*nix

## Recommended Training Preparation

While not mandatory for this certification, the following training courses listed below are highly recommended as preparation track for passing the exam, along with at least 12 months of field experience.

- Framework 8 Foundation (FWK8-FND)
- Framework 8 Deployment (FWK8-DPL)
- Advisors 8.1 Administration (ADV81-OPT)
- Advisors 8.1 Usage (ADV81-USE)

## Additional Training Reference Materials

Your training course materials are an excellent source of information for exam review. Other Genesys reference materials you can use for exam preparation are available from the Genesys website:

- Genesys Tech Support Website: <http://genesyslab.com/support/home/index/>
- Advisors Deployment Guide, CCAAdv/WA, FA Administration Guide, Troubleshooting Guide (<http://docs.genesyslab.com/Documentation/PMA>)

## Exam Study Topics

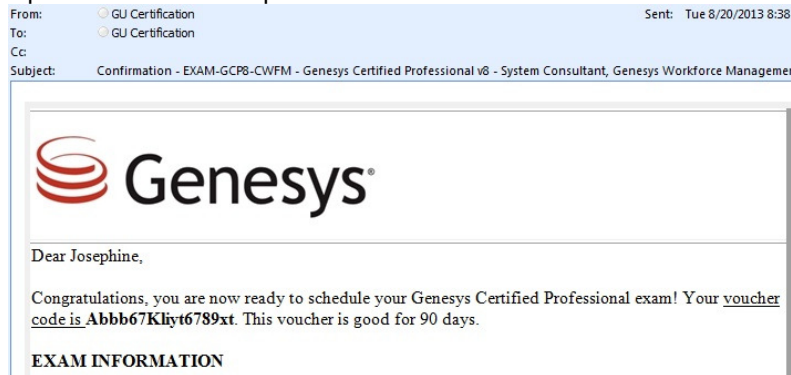
1. **Genesys Advisors Solution and Architecture**
  - Functions of Advisors components
  - Database and data sources
  - Advisor architecture modules

2. **Planning for Business Implementation and Deployment**
  - Version requirements
  - Schemas
  - Minimum component requirements
3. **Install Contact Center Advisor**
  - Installation practices
  - Migration Utility
  - Use of ports
4. **Install Contact Center Advisor Mobile Edition**
  - Minimum configurations to install Mobile Edition
5. **Install Workforce Advisor**
  - Base URL
6. **Install Frontline Advisor**
  - Data Manager functions
  - Rules
  - Metadata
7. **Configure Contact Center**
  - Managing users and security
  - Navigating the Contact Center interface
8. **Configure Contact Center – Mobile Edition**
  - Mobile Edition configuration practices
9. **Configuring Workforce Advisor**
  - Configuring access to users
  - Reporting data
10. **Configure Frontline Advisor**
  - Displaying information
  - Working with Configuration Manager
  - Working with the hierarchy
11. **Troubleshooting**
  - Troubleshooting using log files
  - Identifying problems using the Dashboard

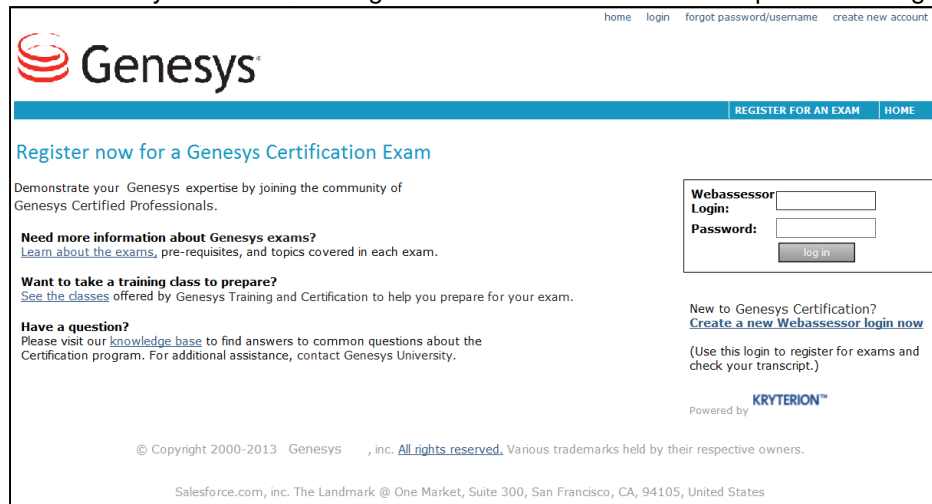
After completing the exam, your printed score report provided by the Test Center or the online exam will contain a breakdown of the items presented to you.

## 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 a confirmation email is shown below.



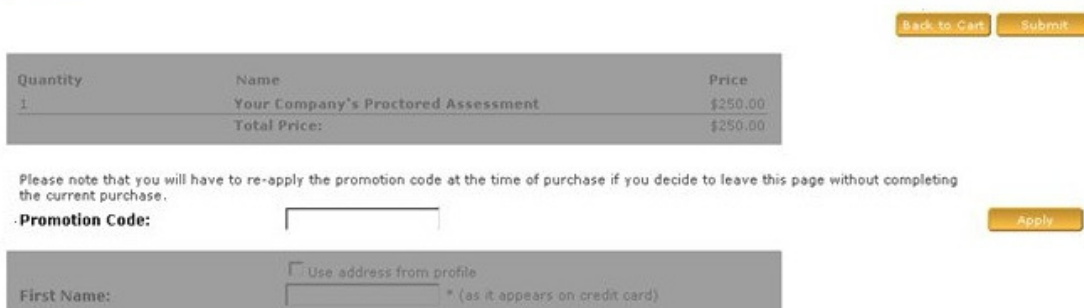
**Step 2:** Visit the Genesys Certification Registration website. Create a new profile and register to schedule



your exam.

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

### Checkout



For more information about Genesys Certification, please contact your local Genesys University training center or click here:

[http://www.genesyslab.com/about/training/certification\\_programs.asp](http://www.genesyslab.com/about/training/certification_programs.asp)

