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**Course Name**

# **Genesys Engage On-Premises - Voice Platform Certification (GEOP-VP)**

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**Sector Name**

Information Technology

**Document Type**

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## Genesys Engage On-Premises - Voice Platform Certification (GEOP-VP)

### Course Introduction

**This 2-day** program provides focused training on voice platform administration and operations using Genesys Engage (on-premises).

**It covers** voice infrastructure components, call processing, routing, and platform configuration for enterprise contact centers.

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## Genesys Engage On-Premises - Voice Platform Certification (GEOP-VP)

### Target Audience

- Contact Center Engineers
- Voice & Telephony Engineers
- Genesys Administrators
- IT professionals in customer experience systems

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## Genesys Engage On-Premises - Voice Platform Certification (GEOP-VP)

### Learning Objectives

- ✓ Understand Genesys Engage voice platform architecture
- ✓ Configure and manage voice routing components
- ✓ Handle inbound and outbound call flows
- ✓ Monitor and maintain voice platform performance
- ✓ Troubleshoot common voice issues

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## Genesys Engage On-Premises - Voice Platform Certification (GEOP-VP)

### Course Outline

#### ✓ DAY 01

##### **Voice Platform Fundamentals**

- ✓ Genesys Engage architecture overview
- ✓ Voice platform components
- ✓ Call flow basics (inbound/outbound)
- ✓ Switch and routing concepts
- ✓ Lab: Voice system navigation and setup

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## Genesys Engage On-Premises - Voice Platform Certification (GEOP-VP)

### Course Outline

#### ✓ Day 02

##### **Configuration & Operations**

- ✓ Voice routing configuration
- ✓ DN and call distribution setup
- ✓ Monitoring voice traffic and performance
- ✓ Troubleshooting voice issues
- ✓ Lab: End-to-end voice scenario

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## Genesys Engage On-Premises - Voice Platform Certification (GEOP-VP)

### Confirmed Sessions

| FROM         | TO           | DURATION | FEES       | LOCATION         |
|--------------|--------------|----------|------------|------------------|
| May 24, 2027 | May 25, 2027 | 2 days   | 1550.00 \$ | Virtual , Online |

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