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Course Name

Genesys Engage On-Premises - Inbound Voice Certification (GEOP-IV)

Sector Name

Information Technology

Document Type

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Genesys Engage On-Premises - Inbound Voice Certification (GEOP-IV)

Course Introduction

This **3-day** program provides practical and technical knowledge of Genesys Engage on-premises inbound voice solutions.

It focuses on contact center architecture, call routing, configuration, and troubleshooting of inbound voice environments in enterprise deployments.

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Target Audience

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

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Learning Objectives

- ✓ Understand Genesys Engage inbound voice architecture
- ✓ Configure routing strategies for inbound calls
- ✓ Manage call flows and interaction handling
- ✓ Implement basic integration with telephony systems
- ✓ Troubleshoot inbound voice issues

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Course Outline

✓ DAY 01

Introduction & Architecture

- ✓ Genesys Engage on-premises architecture
- ✓ Inbound voice components overview
- ✓ Call flow fundamentals
- ✓ Switch and routing concepts
- ✓ Lab: Basic system navigation

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Course Outline

✓ Day 02

Inbound Voice Configuration

- ✓ Routing strategies and rules
- ✓ DN (Directory Number) configuration
- ✓ Call distribution logic
- ✓ IVR integration basics
- ✓ Lab: Configure inbound call flows

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Course Outline

✓ Day 03

Operations & Troubleshooting

- ✓ Monitoring inbound voice traffic
- ✓ Logging and reporting
- ✓ Troubleshooting call routing issues
- ✓ Performance optimization
- ✓ Lab: End-to-end inbound scenario

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 10, 2027	May 12, 2027	3 days	1550.00 \$	Virtual , Online

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