

Quick Links

[Register for courses in EMEA](#)
[Master Course List](#)

[Register for courses in APAC](#)
[Curriculum Guide](#)

[Register for courses in NALA](#)
[Contact Us](#)

*** Click on the links below to find your local Genesys University news ***

[Worldwide News](#)

[EMEA News](#)

[APAC News](#)

[NALA News](#)

Genesys University Worldwide

[back to top](#)

NEW Interactive Workspace eLearning for Agents and Supervisors

Using Interaction Workspace is a self-paced, online course. It is designed to train contact center agents how to use the features of the Genesys Interaction Workspace application. This desktop application is used for managing the customer service experience for all interaction types.

The first 7 modules of Using Interaction Workspace are targeted to call center agents who handle customer interactions (phone, chat, email, etc). The final module of Using Interaction Workspace is targeted to call center supervisors responsible for monitoring and coaching agents who handle customer interactions (phone, chat, email, etc).

The course is approximately 1.5 hours in length. It can be delivered as a single presentation or by selecting and viewing specific modules. No special software is needed to view the course, but users who do not have the Flash add-in for their browser will be prompted to download it.

- ➔ View the **course demo** [here](#).
- ➔ For further information and to register, please contact your local [Training Coordinator](#).

NEW CIM Platform 8.1 Troubleshooting

The *Customer Interaction Management Platform (CIM) 8.1 Troubleshooting workshop* teaches techniques for maintaining and troubleshooting T-Server, Stat Server, Universal Routing Server (URS), and Orchestration Server (ORS) – all major components of Genesys CIM.

Students use specialized technical support tools and utilities to analyze application logs and complete hands-on troubleshooting exercises.

The course includes sufficient technical content and details on T-Server, Stat Server, URS, and ORS functionality to allow students the opportunity to understand how these components operate when functioning normally. Armed with this information, students can then attempt to tackle troubleshooting tasks related to these components when problems arise.

- ➔ For further information and to register, please contact your local [Training Coordinator](#).

NEW Genesys University provides flexible purchasing options

Not all experts are trained alike, and that is why Genesys introduces two options to meet your training needs.

Genesys Training Credits – Maximize the impact of GU training for your organization with our flexible Training Credits; a simple option that allows for a single upfront purchase of training credits for use throughout the year. Applicable to any of our training options. [Learn More](#)

Genesys University Passport – Have an outstanding employee or are becoming an expert yourself? The Training Passport is the most cost-effective solution to acquire in-depth knowledge, providing unlimited training for 12 months. [Learn More](#)

- ➔ For further information and to register, please contact your local [Training Coordinator](#).

Genesys University EMEA

[back to top](#)

SDK 8 Workshop for Developers – Available in Paris (English-taught) from 3-7 December

The Genesys *SDK 8 Workshop for Developers* is an introduction to the main capabilities of the Platform, Interaction and IVR SDK suites. The workshop will be presented through lecture and hands-on activities using real-life examples to learn best practices for using the Genesys SDKs. Students will learn various programming approaches for integrations and application development.

The *Genesys SDK 8 Workshop* is intended for experienced application developers involved in developing and/or maintaining applications for the Genesys platform.

→ For further information and to register for the 3-7 December course, please contact your local [Training Coordinator](#).

SIP 8.1 Deployment – Attend this course at a GU location near you before the end of the year!

Genesys SIP Server Deployment this covers the purpose, architecture, deployment models, configuration, call flows, and basic usage of Genesys SIP Server and Genesys Media Server. Lesson contents are reinforced with learning checks, instructor demonstrations and hands-on lab exercises.

Genesys SIP Server Deployment is intended for SIP network architects, SIP consultants, IP integrators, system support specialists, system administrators responsible for installation and daily operations, and all other technical roles involved in the deployment planning, installation, configuration, support, and maintenance of Genesys SIP Server solutions.

Available in English, German, French, Italian and Spanish!

→ For further information and to register, please contact your local [Training Coordinator](#).

EMEA Presales Course Dates until end 2012 – Register now to meet your partner requirements

Please find below the Presales course dates for the EMEA region:

Code	Course Title	Prerequisite?	From	To	Location	Language
CORE 8-TPRE	Genesys Core Applications Solution	2 hours i-learning	16 October 12 December	18 October 14 December	Madrid Paris	English French
IP 8-TPRE	Genesys IP Solution	2 hours i-learning	23 October 19 November 19 December	25 October 21 November 21 December	Madrid UK Paris	English English French
WFO 8-TPRE	Genesys Workforce Optimization Solution	2 hours i-learning	14 November	16 November	Paris	English
iWD 8-TPRE	Genesys intelligent Workload Distribution Solution	1 hour i-learning	DATES TO BE DETERMINED			

→ **For all enquiries and course registrations, please contact your [local Training Coordinator](#).**

Genesys University APAC

[back to top](#)

(Please note all courses are delivered in English unless otherwise stated)

Special Offers*

We are pleased to inform you the first Genesys Training in Mandarin (**Genesys首次中文培训**) in China. If you want to strength your skills to the latest release of Genesys Framework 8.1, then this series of courses ranging from: *Framework 8.1 Foundations, Framework 8.1 Deployment & Inbound Voice Routing & Solution Reporting & Deployment*. As an added benefit if you want a global recognition as a **Certified Genesys Engineer**, this is the action you'll need to take. In combination with successful completion of the advised courses then corresponding certification to take is: Genesys System Consultant Inbound Voice 8 (GCP8-CIV P1).

We are offering all participants either from Mainland China, Taiwan or Hong Kong attractive specials for this training. Also for any person that registers for the entire course series, we are including one free exam voucher. This is your chance to become a [Genesys Certified Professional, System Consultant Inbound Voice 8 \(GCP8-CIV P1\)](#).

What's New

Also for those wanting the latest training in Genesys 8.1 training we are pleased to offer a selection of courses in APAC. Please refer below for some details around our much anticipated *new SIP8.1 courses from Foundations to Deployment. In continuation those whom also work with Genesys Voice Platform 8.1, after obtaining skills in SIP8.1 you can progress further with training in Voice Platform 8.1. For pricing and or detailed information from any courses listed contact the local [GU Representative](#), please note discounting may apply for more than 3 or more attendees from one company.

SIP 8.1 Foundations & Deployment – be the first to attend this year!

Genesys IP Foundation 8.1 covers IP Telephony, SIP protocol, and SIP Servers. The content is reinforced with learning checks, instructor demonstrations, and hands-on lab exercises. Genesys IP Foundation is the starting point for all other Genesys SIP Server courses in the Genesys University curriculum. This course is also recommended to anyone interested in the Genesys Voice Platform courses. Genesys IP Foundation is intended for IP network architects, IP consultants, system support specialists, system administrators responsible for installation and daily operations, and any other technical roles involved in the deployment planning, installation, configuration, support, and maintenance of Genesys SIP Server and IP Solutions.

Genesys SIP Server Deployment 8.1 this covers the purpose, architecture, deployment models, configuration, call flows, and basic usage of Genesys SIP Server and Genesys Media Server. Lesson contents are reinforced with learning checks, instructor demonstrations and hands-on lab exercises. This course is intended for SIP network architects, SIP consultants, IP integrators, system support specialists, system administrators responsible for installation and daily operations, and all other technical roles involved in the deployment planning, installation, configuration, support, and maintenance of Genesys SIP Server solutions.

SDK 8 Workshop for Developers

The Genesys *SDK 8 Workshop for Developers* is an introduction to the main capabilities of the Platform, Interaction and IVR SDK suites. The workshop will be presented through lecture and hands-on activities using real-life examples to learn best practices for using the Genesys SDKs. Students will learn various programming approaches for integrations and application development. The *Genesys SDK 8 Workshop* is intended for experienced application developers involved in developing and/or maintaining applications for the Genesys platform.

Genesys Composer for Voice focuses on developing, testing and deploying VoiceXML applications using Composer. Hands-on practice includes: design and develop applications using Composer; test and debug applications; database integration; use and develop sub call flows; set and use variables; write and use grammars; and integrate a voice application with Genesys CTI. The majority of class time is spent developing and testing voice applications created with Genesys Composer. (*Note: This course uses Genesys Composer to develop Voice Applications. It is not a course on native VoiceXML or CCXML programming. It does not cover the development of routing strategies.*)

Genesys Pre & Post Training Certification:

If you want to be recognised for your knowledge in Genesys and a certification that is globally recognised & respected, you should consider this!

- If you are attending current or future Genesys training,
- If you have attended prior Genesys training possibly in the past 2 years,
- Even if you have had many years of experience hands on in your organisation using, maintaining, configuring/deploying (recommend in combination with training),



Then we can assist you on your path to become a Genesys Certified Professional. Please feel free to feel free to contact us and we can personally consult with you or your personnel to assist on the path to becoming a Genesys certified professional. For a full [current list of Genesys certifications](#).

The latest courses near you in APAC

Australia & New Zealand – [Contact us now for details, or register](#)

intelligent Workload Distribution 8 Deployment (iWD8-DPL – 5 days)	29 Oct to 2 December	Sydney
Workforce Manager 8 (5days)	29 Oct to 2 December	Melbourne
Genesys Voice Platform 8.1 Foundations (1 day)	5 or 12 November	Sydney
Composer Voice Applications 8 (4 days)	6 to 9 November	Sydney
Genesys Voice Platform 8.1 Deployment (3 day)	13 to 15 November	Sydney
Outbound 8 Foundations (1 day)	26 November	Sydney
Outbound 8 Contact Operations (2 days)	27 to 28 November	Sydney
Outbound 8 Deployment (2 days)	29 to 30 November	Sydney
SDK Workshop for Developers *new	17 to 21 December	Sydney

China & South East Asia – [Contact us now for details, or register](#)

Framework 8.1 Foundations (1 day)	29 Oct	Kuala Lumpur
Framework 8.1 Deployment (4 days)	30 Oct to 2 December	Kuala Lumpur
Inbound Voice Routing & Solution Reporting 8 Deployment (5 days)	5 to 9 December	Kuala Lumpur
Genesys Voice Platform 8.1 Foundations (1 day)	6 November	Bangkok
Genesys Voice Platform 8.1 Deployment (3 day)	7 to 9 November	Bangkok
Composer Voice Applications 8 (4 days)	12 to 15 November	Bangkok
SIP Server 8.1 Foundations 8 (1 day) *new	19 November	Shanghai
SIP Server 8.1 Deployment 94 days) *new	20 to 23 November	Shanghai

North East Asia – [Contact us now for details, or register](#)

Using Genesys Interactive Insights 8 (1 day)	6 November	Tokyo
Genesys Interactive Insights for Developers (1 days)	7 November	Tokyo
Using CC Pulse+ for Real Time Reporting (2 days)	19 to 20 November	Tokyo
CCAnalyzer Reporting for Supervisors - Historical Reporting (2 days)	21 to 22 November	Tokyo

India – [Contact us now for details, or register](#)

Genesys Voice Platform 8.1 Foundations (1 day)	6 November	New Delhi
Genesys Voice Platform 8.1 Deployment (3 day)	7 to 9 November	New Delhi



Genesys University NALA

[back to top](#)

We are very pleased to announce the launch of Agent and Supervisor Training for Interaction Workspace

Using Interaction Workspace is a self-paced, online course. It is designed to train contact center agents how to use the features of the Genesys Interaction Workspace application. This desktop application is used for managing the customer service experience for all interaction types. This course is completely customizable...please [contact us](#) for more details

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NEW Genesys Courses Available

eServices 8.1 Curriculum -The course content is relevant to all eServices channels: e-mail, chat, social media (Facebook and Twitter), web callback, and sms.

- eServices 8.1 Foundations covers eServices architecture, important concepts and terminology
- eServices 8.1 Deployment engages students in hands-on activities during which they install, configure, test and troubleshoot an eServices deployment on the Windows platform.
- eServices 8.1 Development provides the knowledge and skills required for using IRD to design, create, and test business processes and strategies to process e-mail, chat, sms, and web callback interactions.

CIM 8.1 Platform Technical Operations

- Operating the Customer Interaction Management (CIM) Platform. This course covers the following Genesys Interfaces: Genesys Administrator, Genesys Composer, Interaction Workspace, and the Genesys Solution Reporting Interfaces, including CC Analyzer and CCPulse+.

Agent and Supervisor training for Interaction Workspace

- Using Interaction Workspace is a self-paced, online course. It is designed to train contact center agents how to use the features of the Genesys Interaction Workspace application.

[Learn More](#) about Genesys Curriculum

Genesys Certification

Holding a Genesys Professional or Presales Certification enhances your professional reputation, demonstrates a high level of commitment to the associated field of practice and increases opportunities for career advancement. Latest releases are:

- GCP8-CGIM – Certified Professional 8, Genesys Info Mart
- GCP8-CWFM – Certified Professional 8, Genesys Workforce Management

[Learn how](#) to register for Certification today

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