Overview:
This exam meets the requirement to achieve the Genesys Certified Business Edition Premise 8 Associate certificate.

The Business Edition Premise 8 Associate exam provides new technical professionals with little to no experience in Genesys framework with a qualification to perform standard out-of-the-box installation of BEP. The Certified BEP Associate qualifies an individual to:

- Identify the Business Edition Premise base package components
- Describe the prerequisites needed to do an out-of-the-box/base install of Business Edition Premise
- Describe the Business Edition Premise reporting capabilities
- Perform an out-of-the-box installation of the BEP virtual machines at the partner facility before any client requirements are added

Availability:

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Exam Code:
819

Target Audience:
This certification is ideal for technical professionals with little to no experience in Genesys Framework.

Exam Delivery:
Type of Exam: Multiple choice, multiple select, fill in the blank, matching questions
Certification Level: Associate
Passing Score: Genesys Certification exams scores are based on a point scaling system that is widely used in the industry. The passmark for your exam will be displayed in the exam details when you register for the exam in webassessor.com.
Exam Language: English-only
Duration: 120 minutes
You can take this exam in two ways:
- Test center proctored
- Online proctored

Exam Path:
Recommended training: Business Edition Premise 8.1 Administrator e-Library
Exam Objectives:

**BEP Overview**
- Identify the underlying technologies running BEP
- Identify BEP technology agents use to take calls
- Describe BEP architecture
- Identify BEP server specifications
- Identify the Genesys user interfaces contained in BEP
- Identify BEP routing applications
- Identify BEP deployment components
- Using audio resources in BEP

**BEP Installation and Deployment**
- Identify BEP components
- Identify BEP hardware requirements based on number of agents
- Identify deployment specifications
- Identify server recommended practice

**Configure Contact Center**
- Identify configuration objects
- Identify how to create configuration objects
- Create a routing point
- Load the routing application
- Identify Voice Over IP Service DN for MSML
- Create users, agents and agent groups
- Identify default Transaction Object
- Understand the default Transaction Object
- Understand the process of the parameter flow

**Planning Routing with Business Parameters**
- Identify BEP parameters
- Identify reporting considerations
- Options for auto-attendant menus
- Planning with multiple targets
- Configure objects for reporting
- Monitor virtual queues
- List the steps to configure virtual queues

**Parameter Groups and Routing**
- Configure audio resources
- Customize business parameters
- Identify parameter groups
- Configure parameter groups
- Build parameter groups
- Configure Inbound parameter groups
- Configure Distribution parameter group
- Configure targets and timeouts
Targets and priority
Real-Time Reporting
- Abilities of Pulse
- Using Interactive Insights
Attached Data
- Identify filters
- Identify Agent State Reasons
- Create an agent state reason
- Using Attached Data
- Describe interactions
- Identify keys
- Describe interactions
- Configure GIM to store attached data keys