The purpose of this guide is to provide Genesys partners, customers, and employees with a summary of available Genesys technical certifications and training classes.

**Note:** Access to Google Translate or other test aids is not allowed in any exam. Genesys Certified Associate – PureCloud and Genesys Certified Cloud Administrator are open book exams, and are the only two exams where any test aids are allowed (including Google Translate).

We would like to request that all certification holders update their profile on webassessor.com.

*(For Partners)*

As a partner, you must use the email address from the partner domain for your certifications to sync to the Partner Portal. Use of Google/Gmail or any other public email accounts will cause your certifications not to sync with the partner portal. Please ensure that your testing profile has the correct partner name and partner ID. We would also like to ask everyone to opt into the certification email list so that you can receive important future updates to the certification program.

For further questions, please contact the Genesys University certification team at certification@genesys.com.

Last Updated on 19th February 2020
PureCloud

Genesys Certified Associate (GCA) – PureCloud

This open-book certification exam supports PureCloud Architect, Collaborate, Communicate and Contact Center. Genesys highly recommends that partners seeking certification use the Resource Center.

Genesys Certified Professional (GCP) – PureCloud

The Genesys Certified Professional – PureCloud (GCP) certification is obtained by completing the following three exams:
- PureCloud Contact Center Administration
- PureCloud Implementation
- PureCloud Reporting and Analytics

For Partners:
To satisfy the PureCloud technical certification requirement per the program guide, the required number of individuals must successfully achieve both the Genesys Certified Associate (GCA) and the Genesys Certified Professional (GCP) certifications. These certifications are foundational to being enabled to implement PureCloud solutions. Please note that the GCA is a prerequisite for Genesys Certified Professional (GCP).

(Please use the table below as a reference for locating supporting materials for the exams. Note: PureCloud currently has two certifications. As more certifications become available, this guide will be updated.)

<table>
<thead>
<tr>
<th>CERTIFICATION</th>
<th>EXAM NAME &amp; CODE</th>
<th>EXAM GUIDE &amp; RECOMMENDED TRAINING COURSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Genesys Certified Associate - PureCloud (GCA)</td>
<td>Genesys Certified Associate – PureCloud (Open-book Exam) [GCA101-02- PCP]</td>
<td>• GCA Exam Guide&lt;br&gt;• PureCloud Resource Center</td>
</tr>
<tr>
<td>Genesys Certified Professional (GCP)</td>
<td>Genesys Certified Professional – PureCloud – Study Guide</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Genesys Certified Professional – PureCloud Administration [GCPCL- CCA]</td>
<td>• CCAdmin Exam Guide&lt;br&gt;• PureCloud Contact Center Administration</td>
</tr>
</tbody>
</table>
Validity and Recertification:

- PureCloud certifications are valid for two years.
- GCP recertification is a single exam (not three separate exams).
- GCA is not a pre-requisite for GCP recertification.

**PureConnect**

To satisfy the PureConnect technical certification requirement per the program guide, the required number of individuals must successfully achieve any one of the following certifications. CIC-Core is a pre-requisite exam for all PureConnect certification exams. These certifications are foundational to being enabled to implement PureConnect solutions.

**Note: PureConnect Badge Extension**
Perpetual or Lifetime Certifications from ININ are no longer valid. All PureConnect certification holders who completed their certification after March 31, 2016 will have their certifications extended until March 31, 2020 or three years from the date of certification – whichever is later. We strongly encourage those affected to renew their certification before the expiration date to keep their certifications active.

(Please use the table below as a reference for locating supporting materials for the exams. Note: As more certifications become available, this guide will be updated and customers & partners will be notified.)

<table>
<thead>
<tr>
<th>CERTIFICATION</th>
<th>EXAM NAME &amp; CODE</th>
<th>VERSION</th>
<th>RECOMMENDED TRAINING COURSES/ EXAM OBJECTIVES</th>
</tr>
</thead>
</table>
| Interaction Center Certified      | 101-01 / 101-01e CIC Core - PureConnect              | 4       | • CIC-Core Exam Guide  
  • Administering the CIC System  
  • Configuring Call Flows        |
| Engineer                          | [CIC-101-01]                                        |         |                                                                                      |
|                                   | 201-02 / 201-02e ICCE Interaction Center Certified  | 4       | • ICCE Exam Guide  
  • Interaction Center Certified Engineer Bootcamp 2018  
  [ICCE-201-02]                   |  |
| Engineer                          | 101-01 / 101-01e CIC Core - PureConnect              | 4       | • CIC-Core Exam Guide  
  • Administering the CIC System  
  • Configuring Call Flows        |
|                                   | [CIC-101-01]                                        |         |                                                                                      |
Validity and Recertification:

- PureConnect certifications are valid for three years.
- CIC-Core is not a pre-requisite for recertification.

⚠️ PureEngage

To satisfy the PureEngage technical certification requirement per the program guide, the required number of individuals must successfully achieve any two of the following certifications. (Any Core + Specialization/Developer/Support). These certifications are foundational to being enabled to implement PureEngage solutions.

(Please use the table below as a reference for locating supporting materials for the exams. Note: As more certifications become available, this guide will be updated, and customers & partners will be notified.)

Genesys Certified Professional (PureEngage Core Exams)
### Genesys Certified Professional (PureEngage Specialization Exams)

<table>
<thead>
<tr>
<th>CERTIFICATION</th>
<th>EXAM NAME &amp; CODE</th>
<th>VERSION</th>
<th>RECOMMENDED TRAINING COURSES/ EXAM OBJECTIVES</th>
</tr>
</thead>
</table>
| Workforce Management 8.5 Consultant     | Genesys Certified Workforce Management 8.5 Consultant [GCP8.5-WFM] | 8.5     | • WFM Exam Guide  
• Workforce Management 8.5 Operation     |
| E-Services 8 Consultant                 | Genesys e-Services 8 Consultant [GCP8-ESV] | 8.1     | • ESV Exam Guide  
• Framework Routing & Reporting 8.5 Foundation  
• Framework Routing & Reporting 8.5 Operations  
• Framework Routing & Reporting 8.5 Administration |
## Genesys Certification Guide

<table>
<thead>
<tr>
<th>Certification</th>
<th>Exam Name &amp; Code</th>
<th>Version</th>
<th>Recommended Training Courses/ Exam Objectives</th>
</tr>
</thead>
</table>
| Inbound Voice 8 Developer | Genesys Inbound Voice 8 Developer [GCD8-DIV] | 8.0 | • DIV Exam Guide  
• Framework Routing & Reporting 8.5 Foundation  
• Interaction Routing Designer 8 |
| Info Mart 8 Consultant | Genesys Info Mart 8 Consultant [GCP8-GIM] | 8.1 | • GIM Exam Guide  
• Framework Routing & Reporting 8.5 Foundation  
• Info Mart 8.5 Report Administration |
| Interaction Recording 8.5 Consultant | Genesys Interaction Recording 8.5 Consultant [GCP8.5-GIR] | 8.5 | • GIR Exam Guide  
• Framework Routing & Reporting 8.5 Foundation  
• Genesys Interaction Recording 8.5 Foundation  
• Genesys Interaction Recording 8.5 Deployment |
| Intelligent Workload Distribution 8.5 Consultant | Genesys Certified Professional - Intelligent Workload Distribution 8 [GCP8.5-IWD] | 8.5 | • IWD Exam Guide  
• Framework Routing & Reporting 8.5 Foundation  
• Framework Routing & Reporting 8.5 Operations  
• Framework Routing & Reporting 8.5 Administration  
• Intelligent Workload Distribution 8.5 Deployment  
• Intelligent Workload Distribution 8.5 Usage |
| Outbound Voice 8 Consultant | Genesys Outbound Voice 8 Consultant [GCP8-COV] | 8.1 | • COV Exam Guide  
• Framework Routing & Reporting 8.5 Foundation  
• Framework Routing & Reporting 8.5 Operations  
• Outbound Contact 8.1 Foundation  
• Operating Outbound Contact 8.1  
• Outbound Contact 8.1 Deployment |
## Genesys Certification Guide

### Validity and Recertification:
- PureEngage certifications are valid for three years.
- Users may recertify by taking the same exam again before the certification expires.

### Genesys Certified Support

<table>
<thead>
<tr>
<th>CERTIFICATION</th>
<th>EXAM NAME &amp; CODE</th>
<th>VERSION</th>
<th>RECOMMENDED TRAINING COURSES/ EXAM OBJECTIVES</th>
</tr>
</thead>
</table>
| CIM 8 Troubleshooting Support | Genesys CIM8 Troubleshooting for Support [GCS8-CTS] | 8.1 | - CIM Exam Guide  
- Framework Routing & Reporting 8.5 Foundation  
- CIM Platform 8 Troubleshooting Workshop |

### Composer Routing 8.1 Developer
- Genesys Composer Routing 8 Developer [GCP8-DCR]  
- DCR Exam Guide  
- Framework Routing & Reporting 8.5 Foundation  
- Composer 8.1 For Routing Development

### Voice Applications with Composer 8 Developer
- Genesys Composer Voice Applications Developer [GCD8-DCV]  
- DCV Exam Guide  
- Genesys Voice Platform 8.5 Foundation (GVP85-FND)  
- Genesys Composer For Voice Applications (COMV8-Dev)

### Platform SDK 8.5 Developer
- Genesys Platform SDK 8.5 Developer [GCD8.5-SDK]  
- SDK Exam Guide  
- Framework Routing & Reporting 8.5 Foundation  
- Framework Routing & Reporting 8.5 Operations  
- Framework Routing & Reporting 8.5 Administration  
- SDK 8.5 Workshop For Developers

### Designer 8.5 Developer
- Genesys Certified Developer - Designer 8.5 [GCP-DSN]  
- DSN Exam Guide  
- Designer 8.5 For Developers

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### CIM 8 Troubleshooting Support
- Genesys CIM8 Troubleshooting for Support [GCS8-CTS]  
- CIM Exam Guide  
- Framework Routing & Reporting 8.5 Foundation  
- CIM Platform 8 Troubleshooting Workshop
Important Certification Documents

Here are the links to a few certification-related documents/sites.

- Taking a Certification Exam
- Claim your Badge Guide
- How to Share Your Badge Guide
- Genesys Recertification and Retake Policy
- Certification Community
- Internal Test Taker Policy (Genesys)

Note: "This guide changes frequently; instead of downloading this guide, please bookmark the link and get a new copy when required to ensure you always have the latest edition."