

The table below shows the specific criteria examined in the Aria NA Gold Suite certification audit.

Training	<p>4 Certified as System Consultant for Inbound Vice (GCP7-CIV)</p> <p>1 Certified as Developer for Inbound Voice Routing</p> <p>1 Certified as System Consultant for Genesys Voice Platform Enterprise Edition (GCP7-CVE)</p> <p>1 Framework and Routing Troubleshooting Specialist</p> <p>1 Outbound Specialist</p> <p>1 Multimedia Specialist</p> <p>1 Workforce Management Specialist</p>
Projects/implementations	8 Implementations including an Insurance company, Retail and Telecommunications companies
Labs Audited	Site: Calgary Alberta, Canada
Professional Services	PS Methodology and processes are adhered to with emphasis placed on maintaining a high level of customer satisfaction. Professional Services are headquartered in Calgary.
Technical Support	Calgary was the location of the audit