



News Release

Genesys Names Thomson Prometric Exclusive Provider of Genesys Certification Exams

Exam Provider to Offer Genesys 6 and Genesys 7 Certification Exams to Genesys Customers and Partners

BALTIMORE, Md. and SAN FRANCISCO – May 3, 2005 – Genesys Telecommunications Laboratories, Inc., an Alcatel company (NYSE: ALA, Paris: CGEP), announced today that it has enlisted Thomson Prometric, the global leader in technology-enabled testing and assessment services, and part of The Thomson Corporation, as its exclusive provider of certification exams for the Genesys Certified Professional (GCP) program. The GCP program, offered by Genesys University, is a professional studies certification program developed to examine one's knowledge and expertise integral to the accelerated adoption of Genesys solutions. Genesys certifications are specific to contact center or partner job roles and to individual Genesys solutions.

Genesys University offers a series of recommended preparatory training to acquire the core knowledge necessary to plan, install, use and support Genesys software. In addition, Genesys University advises several months of hands-on experience to prepare for the exams. More details related to this training can be found at <http://www.genesyslab.com/about/training/>.

Thomson Prometric was chosen as the Genesys 6 and Genesys 7 certification testing provider based on its ability to offer comprehensive technology-enabled testing and assessment services for academic, professional, government, corporate and information technology markets, in addition to its delivery reach through the Thomson Prometric testing center network worldwide.

“Genesys University provides our customers and partners with the skills and comprehension to ensure the best possible return on a company's investment in Genesys solutions through the development of course curriculum and certification exams that drive home that knowledge,” said Dirk Braune, vice president of Genesys University. “By offering certification testing through Thomson Prometric, Genesys is making it more convenient for customers and partners to establish themselves as experts in Genesys technologies – the multiple testing locations, ease of registration and immediate availability of testing results are key benefits to the Thomson Prometric partnership.”

“Genesys and Thomson Prometric acknowledge that the Genesys Certified Professional program is a serious undertaking, requiring a commitment to personal preparation, study and on-the-job experience,” said Alison Indrisano, Thomson Prometric senior vice president and chief operations officer. “We are eager to leverage our knowledge and experience to make a positive difference for Genesys partners and customers by enhancing their test-taking and certification experience.”

Two Genesys 6 exams are available: Certified Genesys Engineer 6 (CGE6), a certification for those who plan, install and configure Genesys Inbound voice routing solutions; and Certified Genesys Routing Professional 6 (CGRP6), a certification for those who design, implement and maintain Genesys voice routing strategies.

Genesys 7 certifications will take on a new format and naming convention to reflect specific job roles and solutions within the Genesys environment. Currently available is the Genesys Certified Professional 7 - System Consultant for Inbound Voice (GCP7-CIV), as the successor of the CGE 6 certification, specifically developed for consultant/system administrator certification on the Genesys Inbound Voice solution.

In the second quarter of 2005, the CGRP 6 equivalent, the Genesys Certified Professional 7 – Developer for Inbound Voice Routing Strategies (GCP7-DIV) will be available. Genesys plans to extend the GCP program to include certification for other job roles such as presales, project manager or technical support, as well as for other solutions such as Genesys Voice Platform, Genesys Workforce Manager and Genesys Outbound Contact.

On May 25 and May 26, 2005, Genesys and Thomson Prometric will offer version 6 and version 7 certification exams free of charge at Genesys' user conference, G-Force 2005, in Miami. For conference details or to register to take an exam at G-Force, visit www.genesysevents.com/gforce2005, or for additional test-taking locations, please visit the Thomson Prometric Web site, www.prometric.com.

About The Thomson Corporation and Thomson Prometric

The Thomson Corporation (www.thomson.com), with 2004 revenues from continuing operations of \$8.10 billion, is a global leader in providing integrated information solutions to business and professional customers. With operational headquarters in Stamford, Conn., Thomson has approximately 38,000 employees and provides services in approximately 130 countries. Thomson Prometric (www.prometric.com) is the recognized global leader in technology-enabled assessment services, providing paper-and-pencil, Internet and computer-based testing solutions. It offers a fully integrated testing system that includes test development, test delivery and data management capabilities. On behalf of 600 current clients in the academic, professional, government, corporate and information technology markets, Thomson Prometric develops and/or delivers assessments through a global network of testing centers in 132 countries as well as direct to candidates via the Web.

About Genesys Telecommunications Laboratories, Inc.

Genesys, an Alcatel company, is 100 percent focused on software for contact centers. Leading companies in the Global 2000 and Fortune 1000 use Genesys to deliver interactions that drive better business. With 3000 customers in 80 countries, Genesys directs more than 100 million customer interactions every day. Genesys allows enterprises to achieve key business objectives by tying together customer interactions, people, and customer information in both traditional telephony and IP environments. Sophisticated routing and reporting across voice, e-mail, documents and Web interactions, coupled with integrated self service, ensure that customers are quickly connected to the right resource - the first time. Genesys solutions stop customer frustration and allow enterprises to deliver superior customer satisfaction and improved business results. For more information visit us at www.genesyslab.com.

About Alcatel

Alcatel provides communications solutions to telecommunication carriers, Internet service providers and enterprises for delivery of voice, data and video applications to their customers or to their employees. Alcatel leverages its leading position in fixed and mobile broadband networks, applications and services to bring value to its customers in the framework of a broadband world. With sales of EURO 12.3 billion in 2004, Alcatel operates in more than 130 countries. For more information, visit Alcatel on the Internet: <http://www.alcatel.com>.

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