



Recognizes

Pavel Ruzicka

for the successful completion of

VoiceXML Application Development Fundamentals (VFD)

Delivered by par Genesys Télécommunications France, SARL

Boulogne-Billancourt, France, seven of November two thousand three

A handwritten signature in black ink, appearing to read "Geneviève Metz".

Geneviève Metz
Training Manager

A handwritten signature in black ink, appearing to read "Larissa Flynn".

Larissa Flynn
Technical Instructor