Overview:
Genesys Framework, Routing, and Reporting Administration gives students the concepts and skills needed to configure, install, support, test, and troubleshoot core Genesys Framework, Genesys Routing, and Genesys Solution Reporting successfully. Students learn about application objects, application options, templates, supporting service availability, and more.

Software Version:
The course uses the following software versions:
- Genesys Management Framework 8.5
- Genesys Routing 8.1.4
- Genesys Solution Reporting 8.1

Course Objectives:
After completing this course, a student will be able to:
- Setup required properties, connections, and options for Framework, Routing, and Solution Reporting components
  - Import Application Templates
  - Configure Application Objects
  - Explain Application Configuration Options
- Understand and setup license control servers
- Explain concepts for multi-host and multi-site
- Describe and setup support for service availability

Target Audience:
Genesys Framework, Routing, and Reporting Administration is intended for anyone in a technical role involved in the configuration, installation, maintenance or troubleshooting of Genesys applications.

Course Prerequisites:
Courses Required:
- Genesys Framework, Routing, and Reporting Foundation 8.5
- Genesys Framework, Routing, and Reporting Operation 8.5

Course Outline:
Administration Overview
- Planning and Maintenance
  - Tools and References
  - Dependencies and Considerations
- Application Objects
  - Application Templates
  - TCP/IP Ports
  - Log Options
Troubleshooting

Licensing
- Recognize sellable items and technical licenses
- Understand the format of a license file
- Describe examples of licensed functionality
- Describe license-related application log messages

Configuration Layer
- Recall Architecture
- Describe External Authentication Capabilities
- Setup Configuration Server
  - Configuration File
- Setup Configuration Database
- Running Configuration Server
  - Normal Mode
  - License Utility Mode
  - Encrypt Database Password
  - Describe Startup Process

Genesys Administrator
- Recall Genesys Administrator Architecture
- Install Genesys Administrator
- Login Master Account
- Describe Read-only and Emergency Modes
- Describe Application Metadata

Hosts and Local Control Agents
- Describe Host
- Configure Host for Configuration Server
- Setup Local Control Agent (LCA)
- Setup Genesys Deployment Agent (GDA)

Genesys Administrator Extension
- Recall Genesys Administrator Extension (GAX) Architecture
- Install GAX
- Use GAX Setup Mode
- Solution Deployment using GAX
- Describe Setting Up GAX Plug-ins
- Create a Super Administrator User and Role

License Servers
- Describe Licensing Architecture
- Setup License Manager
- Setup License Reporting Manager
- Typical Steps for New Genesys Application

Management Layer
Recall Management Layer Architecture
Setup Management Layer Components
  • Log Database and DAPs
  • Message Server
  • Solution Control Server (SCS)
• Describe Setup for Using Management Layer
  • Configure Application Logging and Audit Logging
  • Connect User Interaction Layer to Management Layer
  • Configure to Autostart Application
  • Configure to Monitor Third-party Application

Media Layer
• Import and Deploy an Installation Package using GAX
• Setup Media Layer for Voice Interactions
• Configure Objects to support Media Layer
  • Configure Switching Office
  • Configure Switch
  • Recall Configuration of DNs and Agent Logins

Workspace Desktop Edition
• Setup Workspace Desktop Edition
• Test Inbound and Outbound Calls

Services Layer
• Recall Stat Server Related Architecture
• Describe a Genesys Statistic
• Describe Stat Server Options
• Setup Stat Servers
• Configure Time Profiles

Routing Servers
• Setup Routing Servers
  • Universal Routing Server
  • Orchestration Server
• Describe Routing and Orchestration Options
• Configure a Solution Object

Composer
• Install and Configure Composer
• Implement a Simple Routing Application for Testing
• Test Routing a Voice Interaction

IRD-Based Routing
• Setup Interaction Routing Designer
• Create and Test a Simple Strategy

License Reporting
Recall License Reporting Architecture
- DAPs and the Option role
- Setup Interaction Concentrator (ICON)
- Setup ICON Database
- Setup LRM to Gather Data
- Setup LRM Plug-in for GAX

Pulse
- Recall Pulse Reporting Architecture
- Setup Pulse Collector
- Setup Pulse
- Create Pulse Template

CC Analyzer
- Recall CC Analyzer Reporting Architecture
- Setup Data Modeling Assistant (DMA)
- Setup Data Sourcer
- Create and Activate a Layout in DMA
- Setup Datamart ETL Services
  - ETL Runtime
  - ETL Assistant

CCPulse+
- Recall CCPulse+ Architecture and Terminology
- Setup CCPulse+
- Describe CCPulse+ Administrator Rank
- Create a CCPulse+ Template
- Describe the Import/Export Utility
- Create Threshold and Action Scripts
- Describe Troubleshooting Tips

Multi-Host and Multi-Site
- Recall Setup of Hosts and LCAs
- Setup Applications to Share the Load
  - Configuration Server Proxy
  - Distributed Solution Control Servers
- Setup Multi-Site Routing

Service Availability
- Explain Service Availability
- Setup Advanced Disconnect Detection Protocol
- Configure a Backup Application
- Describe Persistence for Orchestration Server
- Setup Apache Cassandra
- Setup an Orchestration Server Cluster