Overview:

Genesys Framework, Routing, and Reporting Foundation gives students an introduction to the key concepts and major components associated with the core of a Genesys implementation. Students will be introduced to Genesys user interfaces such as: Genesys Administrator, Genesys Administrator Extension, Workspace Desktop Edition, Pulse, and CCPulse+. This course is the starting point for most other courses in the Genesys University curriculum.

Software Version:

The course uses the following software versions:

- Genesys Management Framework 8.5
- Genesys Routing 8.1
- Genesys Solution Reporting 8.1

Course Objectives:

After completing this course, a student will be able to:

- Describe the benefits of the Genesys Platform, explain the Framework layers, and how Genesys Framework works with the Contact Center.
- Use Genesys Administrator Extension (GAX) and Genesys Administrator to:
  - Create, manipulate, and configure contact center objects
  - Monitor the environment
- Describe Genesys Routing and explain a simple routing scenario.
- Describe Workspace Desktop Edition and use to handle a call.
- Explain parameter groups and use GAX to set values in parameter groups.
- Describe Solution Reporting and use to view real-time and historical reports.

Target Audience:

Genesys Framework, Routing, and Reporting Foundation is intended for anyone who needs to learn the basic functionality of Genesys. Business analysts, project managers, system administrators, system integrators, technical architects, telephony specialists, application developers, support specialists, routing strategy and report designers, and many more will attend this course to prepare for their further work with Genesys.

Course Prerequisites:

Courses Required:
- No prerequisites courses

Recommended Skills:
- Working knowledge of a Microsoft Windows Platform
Course Outline:

Introduction to Genesys
- Benefits of the Genesys Platform
- Computer Telephony Integration (CTI) Overview
- Role of Genesys within CTI
- Genesys Framework, Routing, and Reporting Overview

Introduction to Genesys Framework, Routing, and Reporting
- Framework layered architecture
- Key functions of the Framework layers
- Genesys Routing
- Genesys Reporting

Configuration Layer
- Major functions of Configuration Layer
- Configuration Server
- Installation types
- Permissions and role-based access control

User Interaction Layer
- Major functions of User Interaction Layer
- Genesys Administrator Extension (GAX)
  - Major sections
  - Genesys Administrator (GA)
  - Functional modules
  - User passwords

Contact Center Objects
- Contact Center objects (persons, agent groups, agent skills, places, place groups, access groups)
  - Navigate and create basic objects (GAX and GA)

Management Layer
- Major functions of Management Layer
- Solution Control Server
- Monitoring and Alarms

Media Layer
- Major functions of the Media Layer
- T-Server, SIP Server and Interaction Server
- Attached Data

Workspace Desktop Edition
- Desktop applications in general
- Basic features of Workspace Desktop Edition
- Handle an inbound call

Services Layer
Major functions of the Services Layer
- Stat Server

Routing
- Genesys Routing Overview
- Orchestration Server and Universal Routing Server
- Composer
- Simple Routing Scenario based on number dialled
- Parameter groups with Routing (GAX)

Reporting
- Genesys Solution Reporting Overview
- Pulse and the Pulse interface
- CCPulse+ and the CCPulse+ interface
  - real-time views
  - historical views
- CC Analyzer
- Solution Reporting vs. Analytical Reporting
- View historical reports based on data exported from:
  - CC Analyzer
  - Interactive Insights