Overview:
Genesys Framework, Routing, and Reporting Operation gives students an introduction to the technical architecture and components for Genesys Framework, Genesys Routing, and Genesys Solution Reporting. Students will learn more about the skills needed to support daily operation of their Genesys implementation, such as setting up roles/permissions, messaging, loading routing applications, 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:
- Describe the architecture and components of the Genesys Platform, which includes: Genesys Framework, Genesys Routing, and Genesys Solution Reporting.
- Use Genesys Administrator Extension (GAX) to configure:
  - Directory Numbers, Agent Logins, Places
  - Import information for Agents and Bulk Change Sets
  - Setup security through Roles and Permissions
- Configure Genesys Logging and describe basic message flow.
- Configure and test alarms in the Genesys Environment.
- Use Composer to import and setup a Routing Application.
- Generate reports for the following:
  - CCPulse+
  - Pulse
  - GAX Plug-in for License Reporting Manager

Target Audience:
Genesys Framework, Routing, and Reporting Operation is intended for anyone in a technical role involved in the daily use, maintenance, support, or IT management of Genesys.

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

Configuration Layer
- Describe the Components of the Configuration Layer
- Describe the Functions for Each Component of the Configuration Layer
- Explain data flow of Configuration Layer

Configuration Objects
- Describe and Create Switch-related Objects:
  - Agent Logins
    - Directory Numbers (DNs)
  - Places
  - Place Groups
- Import/Export Agents
- Bulk Change Sets

Security
- Recall Permissions and Roles
- Create a new Access Group
- Assign permissions
- Describe Configuration Units
- Create a new Role
- Assign Privileges to a Role
- Assign Access Group and Role to a User

Database Connectivity
- Explain different types of Database Connectivity
- Describe Database Access Points (DAPs)
- Describe Genesys Database Server (DBServer)

Management Layer
- Describe Components of Management Layer
- Describe Functions for Each Component of Management Layer
- Explain data flow of Management Layer
- Explain options for service availability
- Observe failover between Primary and Backup application

User Interaction Layer
- Describe Components of User Interaction Layer
- Describe Functions for Each Component
- Explain Monitoring in Genesys Administrator Extension

Logging
Describe log levels
Describe log elements
Describe where to view Genesys logs (log outputs)
Use Genesys Administrator to view logs
Configure Logging

Alarms
• Explain Alarm Management
• Configure Alarm Conditions
• Configure Alarm Reactions
• View, Clear, and Test Alarms

Media Layer
• Describe the Components of the Media Layer
• Describe the Functions for Each Component
• Basic Log Messages for a Voice Interaction
• Describe a High Level Call Flow

Services Layer
• Describe the Component(s) for Services Layer
• Describe the Functions for Each Component
• Describe Stat Server log messages

Routing
• Describe the Components for Genesys Routing
• Describe the Functions for Each Component
• Understand Routing Interaction Flows
• Identify major messages involved in routing

Composer
• Describe Basic Composer Concepts
• Generate Code for a Routing Application
• Define State Chart XML (SCXML)
• Publish a Routing Application to the Configuration Layer
• Load a Routing Application on a DN
• Explain Deploying a Routing Application to Production
• Import a Composer Routing Application

Operational Parameters
• Explain Operational Parameters
• Create Parameters
• Create and Deploy Parameter Group Templates
• Set Values in Parameter Groups

IRD-Based Routing
• Describe the Components and Functions
• Explain IRD-Based Routing Interaction Flows
• Load a Strategy on a DN
• Import a Strategy
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- Explain Composer vs. Interaction Routing Designer (IRD)
- CCPulse+
  - Describe the Components for CCPulse+ Reporting
  - Describe the Functions for Each Component
  - Recall CCPulse+ Workspaces and Views
  - Create a New Workspace
  - Describe CCPulse+ Templates
  - Create New Views using Existing Templates
  - Describe Thresholds and Actions
  - Apply Thresholds and Actions
- Pulse
  - Describe the Components for Pulse Reporting
  - Describe the Functions for Each Component
  - Recall Pulse Terminology
  - Create a New Dashboard
  - Describe Pulse Templates
  - Add Widgets
  - Configure Alerts
- CC Analyzer
  - Describe the Components for CC Analyzer
  - Describe the Functions for Each Component
  - Describe Data Modeling Assistant
  - Describe ETL Assistant
  - Create an historical report for an out-of-the-box report using Crystal Reports
  - Export a report from Crystal Reports
- License Reporting Manager
  - Describe the Components for License Reporting
  - Describe the Functions for Each Component
  - Use GAX Plug-in for LRM
  - Create an LRM report