Overview:

Genesys Interaction Analytics 8.5 Administration focuses on the concepts and skills needed to install, configure and administrate Genesys Interaction Analytics solution. Students learn about administrating Genesys Interaction Analytics through lecture and hands on exercises. This course includes topics such as introduction to GIA (Genesys Interaction Analytics) Architecture, installing and configuring GIA, building programs, topics and categories using SMART (SpeechMiner Administration Tool), Speech Analytics auditing and fine-tuning, using SpeechMiner management tools.

Software Version:

This course uses GIA version 8.5.5.

Course Objectives:

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

- Identify GIA 8.5 components and solution architecture
- Explain GIA interaction processing details
- Define GIA 8.5 high availability and scalability options
- Identify GIA 8.5 system requirements, required third party software and deployment models
- Install and configure GIA 8.5
- Identify SMConfig features
- Deploy GIA reports
- Explain SMART features
- Use SMART to define Topics, Categories and Programs
- Explain topic features
- Identify fine tuning using SMART
- Define Programs
- Practice categories using SMART
- Identify SMART backup/restore operation
- Explain SpeechMiner Web Tools Page

Target Audience:

Genesys Interaction Analytics 8.5 Administration is intended for technical consultants, system administrators, system integrators, telephony specialists and any other technical roles involved in the planning, deployment, and administration of Genesys Interaction Analytics.

Course Prerequisites:

Courses Required

- GIA85-OPT

Skills Required:

- N/A

Delivery:

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<th>Delivery Type</th>
<th>Duration</th>
<th>Pricing</th>
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<td>Instructor-Led</td>
<td>3 Day(s)</td>
<td>24 TUs</td>
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<tr>
<td>Virtual</td>
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<tr>
<td>Self Study</td>
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Course Outline:

Course Overview
GIA 8.5 Architecture
- Identify the GIA 8.5 components
- Define the GIA 8.5 architecture
- Explain GIA interaction processing order
- Define GIA 8.5 high availability and scalability options

GIA 8.5 Installation
- Identify the GIA 8.5 system requirements
- Define the required third-party software for GIA
- Explain pre-installation checklist
- Identify GIA deployment models
- Install SpeechMiner

Configuration Part-1 – Storage
- Identify SpeechMiner Database settings
- Define Reporting Services for SpeechMiner
- Explain shared folders required for SpeechMiner

Configuration Part-2 – SMConfig
- Identify the SMConfig tasks
- Define the required licenses for GIA
- Explain configuring GIA through SMConfig
- Deploy SpeechMiner Reports
- Setup SpeechMiner Services

Administration – SMART
- Review GIA data processing flow
- Define Categories, Topics and Programs
- Explain SMART
- Create empty Categories, Topics and Programs
- Identify SMART Hierarchy
- Identify lock/unlock SMART objects
- Define Speaker Types
- Save and Apply Changes to SMART

Administration – Topics
- Review Topics and SMART Topics interface
- Understand creating topics in SMART
- Explain topic features
  - Wildcards
  - Secured Topics
  - Strictness
  - Similar Phrases
- Analyze the process of creating topics
• Create and customize topics
Administration – Auditing and Tuning
  • Define Determining Recognition Reliability
  • Review Calculating Recognition Reliability
  • Explain Confidence and Strictness Level
  • Identify Auditing and Tuning Process
Administration – Programs
  • Define programs
  • Explain SMART programs interface
  • Identify program structure
  • Explain dependent topics
  • Identify recognition task properties
Administration – Categories
  • Define Categories
  • Explain Interaction Analytics Classification process
  • Identify SMART Categories Interface
  • Review Category Hierarchy
  • Explain Logical Expressions
  • Identify Use of Logical Operators
Administration – Managing SpeechMiner
  • Identify SMART Backup/Restore Operation
  • Explain SMART Definition Tags
  • Identify SMART Export/Import Operation
  • Explain SpeechMiner Web Tools Page
Course Review