Overview:
Genesys Interaction Analytics 8.5 Operations focuses on the concepts and skills needed to use, utilize, and operate Genesys Interaction Analytics solution. Students learn about operating Genesys Interaction Analytics through lecture and hands on exercises. This course includes topics such as introduction to GIA (Genesys Interaction Analytics), using GIA end user interface SpeechMiner, searching interactions and identifying analytics data, using SpeechMiner Media Player, enabling agent coaching and training, auditing speech recognition results, identifying text analytics, and generating speech and text analytics reports.

Note: The hands on exercises in this course covers voice and text interactions. Screen recording is included as a topic with no hands on activities involved. QM (Quality Management) is described as a service only, please refer to QM training material for QM related inquiries.

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
- Describe the features and benefits of Genesys Interaction Analytics
- List and describe the Genesys Interaction Analytics components and architecture
- Explain the end user interfaces of Genesys Interaction Analytics
- Explain the core capabilities of Genesys Interaction Analytics
- Explain SpeechMiner as an end user interface
- Describe SpeechMiner menus and how to operate SpeechMiner
- Use SpeechMiner Explore page for searching interactions
- Use SpeechMiner Media Player for interaction play-back
- Summarize Audit process and perform GIA audits
- Identify the Text Analytics

Target Audience:
Genesys Interaction Analytics 8.5 Operations is intended for anyone who needs to learn the foundations and how to operate the basic functionality of Genesys Interaction Analytics. This can include business analysts, project managers, technical consultants, system administrators, system integrators, technical architects, telephony specialists, and support specialists who will find this course a useful preparation for their further work with Genesys Interaction Analytics.

Course Prerequisites:
Courses Required:
- N/A

Skills Required:
- N/A
• Describe the GIA reports

Course Outline:

Course Overview

Introduction to GIA

• Explain Genesys Interaction Analytics
• Identify Workforce Optimization
• Define Speech Analytics Technology

SpeechMiner

• Describe SpeechMiner Solution
• Identify GIA Data Flow
• Define the Metadata
• Explain GIA Process Flow
• Describe SpeechMiner Roles and Access Rights
• Identify SpeechMiner Administrator Functions

Explore

• Identify Explore Menu Features
• Define Search Page and Search Results Grid Elements
• Describe Batch Actions
• Identify Interaction Types
• Define Search Filters
• Describe Interaction Lists, Content Browser and Trending pages

Media Player

• Identify Media Player control options
• Describe Screen Recording play back
• Explain Interaction Comments
• Define Interaction Transcript
• Describe Interaction Attributes
• Identify Media Player batch actions

Text Analytics

• Explain text analytics
• Define data flow for text analytics
• Describe supported file formats for text interactions
• Identify searching text interactions
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- Explain text transcripts

Coaching
- Describe coaching
- Explain coaching session details
- Define coaching session elements
- Describe creating a coaching session
- Identify performing coaching session
- Explain coaching session reports

Audit
- Explain Speech Recognition methods
- Define Deliberate Listening
- Describe GIA Speech Recognition methods
- Identify how speech recognition accuracy is measured
- Explain the confidence score and the strictness level
- Identify auditing process
- Explain audit report
- Practice auditing

Reports
- Explain GIA Reports
- Define how reporting data is generated
- Describe GIA Report Menu
- Operate GIA Reports
- Describe Interaction Analytics Reports
- Operate SpeechMiner Dashboard

Course Review