Overview:
Genesys Quality Management 8.5 Use gives students an introduction to key concepts and major components associated with the Genesys Quality Management solution. Students will be introduced to Quality Management user interface using SpeechMiner and use Quality Management tools through comprehensive hands on activities.

Availability:

<table>
<thead>
<tr>
<th>Method</th>
<th>Instructor-Led</th>
<th>Virtual Instructor-Led</th>
<th>Self Study</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration</td>
<td>1 Day(s)</td>
<td>1 Day(s)</td>
<td>30 Days Access</td>
</tr>
<tr>
<td>Pricing</td>
<td>6 TUs</td>
<td>6 TUs</td>
<td>5 TUs</td>
</tr>
</tbody>
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Course Objectives:
This course includes the following topics covered in various episodes:
- Describe Genesys Quality Management Solution
- Identify Quality Management components
- Describe Forms Manager component
- Explain evaluation questions and agent score calculation
- Identify Evaluation Manager component
- Explain controlling evaluation sessions
- Identify Evaluation Sessions
- Explain performing evaluations
- Identify Quality Management reports
- Explain generating reports
- Practice using reports dashboard

Target Audience:
Genesys Quality Management 8.5 Use is intended for the following personnel:
- Quality Monitoring Administrators who are in charge of maintaining the quality management evaluation questions.
- Quality Monitoring Managers who are in charge of assigning quality evaluation sessions to evaluators.
- Quality Monitoring Supervisors who are in charge of performing evaluations.

Software Version:
This course uses Genesys Interaction Recording 8.5.2 and SpeechMiner version 8.5.5

Course Prerequisites:
Courses Required
- GIR85-FND is not mandatory but recommended

Skills Required
- Basic knowledge on SpeechMiner Interaction Explore Menu

Course Outline:
Course Overview
1. Quality Management
2. Forms Manager
3. Evaluations Manager