Overview:
Composer 9.0 Routing Applications for Multimedia provides the knowledge and skills required for using Composer to design, create, and test interaction processes and workflows to handle interactions of various non-voice media types such as email and chat.

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>3 Day(s)</td>
<td>3 Day(s)</td>
<td>30 Days Access</td>
</tr>
<tr>
<td>Pricing</td>
<td>27 TUs</td>
<td>27 TUs</td>
<td>24 TUs</td>
</tr>
</tbody>
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Course Objectives:
- Create, test, and troubleshoot basic routing applications for handling non-voice interactions.
- Use eServices Manager to build a standard response library and define screening rules.
- Use Content Analyzer to create a model for classification.
- Create, test, and troubleshoot routing applications that make use of Knowledge Management.

Target Audience:
Composer 9.0 Routing Applications for Multimedia is intended for anyone with a technical role encompassing job functions involving creating and/or maintaining non-voice interaction process diagrams and workflows in Composer.

Software Version:
This course uses Genesys Composer version 9.0 and Genesys eServices 8.5.

Course Prerequisites:
Composer 8.1 Routing Applications (COMR81-DEV)
- eServices 8.5 Foundation (ESV85-FND)

Course Outline:
1 - eServices and Composer Review
   - Recall important eServices concepts
   - Recall important Composer concepts

2 - Planning
   - Explain planning considerations
   - Describe four typical stages in non-voice routing

3 - eServices Routing Applications
   - Create a new project for routing non-voice interactions:
     - Build Interaction Process Diagrams (IPD)
Build a Workflow

- Explain and use the following Blocks:
  - Media Server
  - Interaction Queue
  - Queue Interaction
  - Route Interaction
  - Send Email
  - Stop Interaction

4 - Using Interaction Properties

- Use Interaction Properties:
  - In Workflow Blocks
  - In Interaction Queue Views

5 - Workbins

- Describe a Workbin
- Create a new Workbin
- Route to a Workbin

6 - Standard Response Library

- Explain the Standard Response Library (SRL)
- Use eServices Manager to build standard responses
  - Create field codes
  - Create categories
  - Create standard responses
- Use standard responses in:
  - An agent reply
  - A Workflow

7 - Integrating External Services

- Explain the use of External Service Protocol (ESP)
- Describe using external resources (agents) to process emails
- Explain and use the following Workflow blocks:
  - External Service
  - Email Forward

8 - Screening

- Create Screening Rules in eServices Manager
- Explain and use the Screen Interaction block
9 - Content Analyzer

- Describe capabilities of Genesys Content Analyzer
- Create a training model
- Explain and use the Classify Interaction block