Configuring Call Flows

Overview
Course Duration: 2 Days (8 hours per day)
ILT, ILC, WB

This two day instructor led class is available as either a classroom based class or an instructor led virtual class. This course covers basic concepts of Interaction Attendant® such as Profiles, Schedules, and workgroup transfers. Students are introduced to more advanced concepts such as Email routing, database operations, and transfers using logical analysis.

The student will learn how to effectively create and modify common Call Routing for PureConnect. The student will develop an awareness of how to configure Interaction Attendant through a combination of lectures, presentations, videos and hands-on labs.

For a schedule of our classes please refer to our website: https://www.genesys.com/inin/about/services/education/courses

What you will learn

This course prepares the student to perform the following tasks:

- Design, build, and test a custom Auto Attendant set of menus and operations
- Navigate the Interaction Attendant user interface, tree structure and form area
- Recognize and use the files and storage structure used by the Interaction Attendant
- Publish, import, and export a new Interaction Attendant configuration
- Create and configure operations that comprise an Interaction Attendant menu

Is it for you?

This course is recommended for the following roles:
- PureConnect System Administrators
- Application Developer
- Contact Center Manager/Supervisor

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Course Prerequisites

Genesys training is available to Resellers, Partners, and Customers, both direct and indirect. To maximize the student’s potential for successful course completion each student is expected to:

- Be fluent in spoken and written English language.
- Have an understanding of the reporting needs and expectations of their contact center.
- Completion of the Administering the CIC System course is strongly recommended, but not mandatory.

Virtual Instructor Led Class Requirements

- All attendees are required to have a USB headset for VoIP audio.
- Registrations must be submitted no later than Wednesday prior to the class start date.
- Browser: Chrome TM 5.0 or newer is recommended. Internet Explorer and Edge are not supported.
- Internet: DSL or better
- Bandwidth: 700Kbps or more for simultaneous screen sharing, video and audio conferencing
- Additional software if using PC or MAC: Java™ 1.6 or higher recommended
- Valid credentials for Interactive University are required for entry.