eServices 8.5 Administration
ESV85-ADM

Overview:
eServices 8.5 Administration engages students in hands-on activities during which they configure, install, and test eServices applications. Work includes the core eServices applications, channel-specific components (such as for e-mail, chat, social media, and sms) and configuration of dependencies between them.

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>
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Target Audience:
eServices 8.5 Administration is intended for anyone with a technical role encompassing job functions involving eServices system applications, configuration, maintenance, operation, and/or deployment.

Software Version:
This course uses Genesys eServices version 8.5.

Course Objectives:
- Plan a basic eServices solution deployment
- Explain and configure application connections
- Define and configure key options for eServices applications
- Install eServices components
- View logs to confirm key log messages are present
- Test
- Apply troubleshooting and log analysis skills to solve any issues

Course Prerequisites:
Completion of the following:
- eServices 8.5 Foundation (ESV85-FND)
- Genesys Framework, Routing, and Reporting Administration 8.5 (FRR85-ADM)

Skills Required:
- Understanding and experience deploying Genesys Framework
- Understanding and experience deploying Orchestration Platform
- Understanding of the eServices Solution and its architecture
- Ability to describe and use Genesys Resource Capacity Planning
- Ability to explain eServices interaction flow models
Course Outline:

1 - Architecture and Concepts Review
   - Recall eServices architecture
   - Recall important eServices related concepts

2 - Administration Overview
   - Explain available documentation
   - Explain supported architecture
   - Explain licensing
   - Explain planning and requirements

3 - Interaction Management
   - Describe the installation disks
   - Setup the following:
     - Interaction Server’s Database
     - DAP and DBServer
     - Multimedia Switch
     - Interaction Server

4 - Genesys Mobile Services
   - Set Up Genesys Mobile Services (GMS)
   - Describe and Extract Widgets

5 - Data Storage
   - Set Up the following:
     - UCS Main and Archive Databases
     - UCS Database DAPs
     - UCS
     - UCSManager

6 - E-Mail
   - Describe E-Mail Server Internal Processes
   - Set Up E-Mail Server

7 - Chat
   - Describe Chat Server Concepts
   - Set Up Chat Server

8 - Knowledge Management
   - Set Up the following:
9 - SMS
- Set Up SMS Server
- Set Up Paging Mode and Session Mode

10 - Social Media
- Describe Architecture for Social Media
- Describe Genesys Social Admin Setup (Facebook, Twitter)
- Set Up Social Messaging Server
- Set Up Social Media Drivers (Facebook, Twitter, RSS)
- Configure Channel Application Options (Facebook, Twitter, RSS)
- Set Up Social Media Plugin for Workspace
- Test RSS Social Media

11 - Solution Reporting
- Set Up Stat Server for eServices Reporting
- Configure Stat Server Java Extensions (SSJE) for Multimedia

12 - Customizing Properties
- Describe Business Attributes
- Define a custom media type
- Define a custom property for Interaction Server database
- Define a custom attribute for UCS database