Overview:
eServices 8.5 Foundation provides an introduction to eServices as well as the common set of knowledge and skills required for those going on to other Digital courses. eServices 8.5 Foundation covers eServices architecture, important concepts and terminology. Course content is relevant to numerous eServices channels including but not limited to e-mail, chat, social media, and sms.

Availability:

<table>
<thead>
<tr>
<th>Method</th>
<th>Instructor-Led</th>
<th>Virtual Instructor-Led</th>
<th>Self Study</th>
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</thead>
<tbody>
<tr>
<td>Duration</td>
<td>2 Day(s)</td>
<td>2 Day(s)</td>
<td>30 Days Access</td>
</tr>
<tr>
<td>Pricing</td>
<td>18 TUs</td>
<td>18 TUs</td>
<td>16 TUs</td>
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Course Objectives:

- Describe the eServices Solution
- Describe the eServices architecture, including channel-specific variations
- Describe eServices-related basic concepts with Composer Routing
- Describe interaction flow of an eServices interaction
- Explain interaction properties
- Describe and use Genesys Resource Capacity Planning
- Describe eServices Reporting

Target Audience:
eServices 8.5 Foundation is intended for anyone with a technical role encompassing job functions involving eServices system architecture, operation, maintenance, deployment, and/or routing logic development.

Software Version:
This course uses Genesys eServices version 8.5.

Course Prerequisites:
Completion of the following:
- Genesys Framework, Routing, and Reporting Operation 8.5 (FRR85-OPT)

Skills Required:
- Familiarity with Genesys Framework
- Understanding of Inbound Voice architecture (including Universal Routing)

Course Outline:

1 - Introduction to Genesys eServices
   - Explain what Genesys eServices is
   - Define eServices key business benefits
   - Describe the role of Media Servers
   - Explain media types

2 - eServices Architecture
Identify three major functions
Diagram the architecture and identify functionality of:
  • Core Components
  • Media Interfaces
  • Data Storage
  • Knowledge Management
  Explain the overall architecture

3 - Composer for eServices
  • Navigate IPDs and Workflows for eServices
  • Describe Media Servers, Interaction Queues and Workflows
  • Describe Basic Interaction Management

4 - Interaction Flow and Messaging
  • Describe the three protocols used by eServices
  • Describe several interaction flow diagrams
  • Identify requests and events in an Interaction Server log file
  • Identify common attributes used in requests and events

5 - Interaction Properties
  • Identify Interaction Properties
  • Describe their significance and usage
  • Explain usage of Business Attributes
  • Monitor interaction states
  • Describe what is stored persistently in the UCS database

6 - Resource Capacity Planning
  • Explain the agent capacity model
  • Identify the default Capacity Rules
  • Create custom Capacity Rules in GAX
  • Apply Capacity Rules
  • Identify capacity snapshots in the Stat Server log

7 - eServices Reporting and Analytics
  • Identify the Genesys reporting products that support eServices
  • Describe eServices statistics and capacity available with CCPulse+
  • View real-time eServices data in CCPulse+
  • Describe eServices templates and statistics available with Pulse
  • Add a new eServices widget to view real-time data in Pulse