Overview:
The Genesys App Automation Platform (GAAP) Administration Course (SST3-ADM) covers the details that are required to install, configure and manage the GAAP components, including GUI, VUI and Messaging Server. You will gain hands on experience installing and troubleshooting a GAAP environment. You will also learn about integration options.

Please note: The Genesys App Automation Platform (GAAP) has been renamed to Genesys Intelligent Automation.

Availability:

<table>
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<tr>
<th>Method</th>
<th>Instructor-Led</th>
<th>Virtual Instructor-Led</th>
<th>Self Study</th>
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<tr>
<td>Duration</td>
<td>2 Day(s)</td>
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<td>30 Days</td>
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<td>Pricing</td>
<td>16 TUs</td>
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<td>14 TUs</td>
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Course Objectives:
After completing this course, students will be able to:
- Describe the GAAP architecture and components.
- Explain the software and hardware requirements.
- Install GAAP and its components: GUI, VUI, Messaging Server.
- Explain basic server settings.
- Configure server logging.
- Describe troubleshooting and monitoring methods.
- Explain integration options with GVP and other digital channels.

Target Audience:
The Genesys App Automation Platform Administration Course is intended for IT or Engineering resources that will manage and maintain the GAAP/SpeechStorm framework.

Software Version:
This course uses GAAP version 3.6 (Oz) with other Genesys 8 software.

Course Prerequisites:
Courses Required:
- GAAP / SpeechStorm Voice Application Development (SST3-DEV)

Skills Recommended:
- Basic understanding of IVR systems

Course Outline:
1 – Installation:
- Describe the platform architecture.
- Prepare the databases.
- Install GAAP: GUI, VUI, and Messaging Server.
- Explain licensing.
- Configure FlexLM.

2 – Configuration:
Add and monitor servers from the Control Center.
Configure the initial settings.
Explain the core configuration options.
Add Company and Users.
Describe the database interactions.

3 – Logging and Alarming:
- Describe and configure GAAP logging.
- Explain troubleshooting procedures.
- Describe monitoring options.
- Configure SNMP integration.

4 – Integration with the Genesys Voice Platform (GVP):
- Describe integration options with GVP and Genesys Routing.
- Configure Voice Platform Profiles for calls to GAAP.
- Modify a Routing Strategy to interact with GVP.
- Test Web Services.

5 – Messaging Server and Web IVR:
- Explain the integration with digital channels.
- Configure Web IVR settings.
- Configure Messaging Server for load balancing.