Overview:
Genesys Proactive Engagement 8.1 Deployment is focused on the skills needed for the technical user of the Genesys Proactive Engagement (Web Engagement) solution. Students will deploy and configure the components as well as develop a Proactive Engagement application and test their installation.

Availability:

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<thead>
<tr>
<th>Method</th>
<th>Duration</th>
<th>Pricing</th>
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<tbody>
<tr>
<td>Instructor-Led</td>
<td>1 Day(s)</td>
<td>9 TUs</td>
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<tr>
<td>Virtual Instructor-Led</td>
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<tr>
<td>Self Study</td>
<td>30 Days Access</td>
<td>8 TUs</td>
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Course Objectives:
- Deploy Genesys Proactive Engagement architecture and components
- Use Category Manager to define categories
- Create a Proactive Engagement Application

Target Audience:
Genesys Proactive Engagement 8.1 Deployment is intended for anyone who will need to know about the technical side of Genesys Proactive Engagement. It includes roles such as system administrator, consultant and developer.

Software Version:
This course uses Genesys Proactive Engagement version 8.1.1. The material is also applicable for 8.1.2.

Course Prerequisites:
Courses Required:
- Genesys Proactive Engagement 8 Foundation
- Genesys eServices 8 Deployment

Skills Required:
- Knowledge of Genesys Proactive Engagement and its architecture
- Experience deploying applications in Genesys

Additional Courses Recommended:
- Genesys Rules System 8 Deployment
- Context Services 8 Technical Operations

Course Outline:
Architecture
- Recall Basic Proactive Engagement Architecture
- Describe Detailed Proactive Engagement Architecture
Deployment Overview
- Explain the Steps for Deployment
- Describe Deployment Dependencies
- Describe Security Support
- Describe Multi-Tenancy Considerations
- Describe Production and Load Balancing Implementation

Frontend and Backend Servers
- Configure Backend and Frontend Servers
- Install Backend and Frontend Servers

Plug-ins
- Setup Interaction Workspace Plug-in
- Setup Genesys Administrator Extension (GAX) Plug-in

Post-Installation Setup Tasks
- Setup the following for Proactive Engagement:
  - Genesys Rules System
  - Chat Channel
  - Pacing Algorithm
  - CCPulse+ Templates
  - Cassandra

Proactive Engagement Application
- Create Proactive Engagement Application
- Create Customized Business Information - Categories
- Publish Rules Template
- Define Monitoring Domains
- Import and Edit Composer Projects
- Build and Deploy Application
- Start Proactive Engagement Servers
- Create and Deploy Rules