Overview:
Genesys Proactive Engagement 8.1 Foundation is focused on the knowledge needed for users of the Genesys Proactive Engagement (Web Engagement) solution. Students learn about the architecture, components, flow, and key concepts for Genesys Proactive Engagement.

Course Objectives:
- Describe Genesys Proactive Engagement
- Describe Genesys Proactive Engagement architecture and components
- Understand the flow of information for Genesys Proactive Engagement
- Describe key concepts

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>1 Day(s)</td>
<td>1 Day(s)</td>
<td>30 Days Access</td>
</tr>
<tr>
<td>Pricing</td>
<td>9 TUs</td>
<td>9 TUs</td>
<td>8 TUs</td>
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Target Audience:
Genesys Proactive Engagement 8.1 Foundation is intended for anyone who needs to know about 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 Framework 8 Foundation

Skills Required:
- Knowledge of Genesys Framework

Additional Knowledge Recommended:
- Genesys eServices
- Genesys Orchestration Platform
- Genesys Rules System

Course Outline:
Genesys Proactive Engagement Overview
- Describe Proactive Engagement
- Explain the Benefits of Proactive Engagement

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Genesys Proactive (Web) Engagement 8.1
Foundation
GPE81-FND

Architecture

- Describe Proactive Engagement Architecture
- Describe the Components and their Functionality

Key Concepts

- Describe System and Business Events
- Describe Categories
- Describe Actionable Events
- Describe the Proactive Engagement Application
- Describe the Engagement Models