Overview:
This bundle of courses teaches you the basic knowledge required to properly manage your PureEngage system. You are able to select the best learning method for your needs (in-person, virtual, or self-study) and schedule your attendance to fit your budget!

Included:
Composer 8.1 Routing Application Development COMR81-DEV
eServices 8.5 Foundation ESV85-FND
Composer 9.0 Routing Applications for Multimedia COMM90-DEV

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>10 Day(s)</td>
<td>10 Day(s)</td>
<td>30 Days Access</td>
</tr>
<tr>
<td>Pricing</td>
<td>72 TUs</td>
<td>72 TUs</td>
<td>72 TUs</td>
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Course Objectives:
This bundle of courses prepares the student to perform the following tasks:
- Describe the Orchestration platform architecture
- Create, provision, and test a routing application
- Trace messages in an interaction flow
- Deploy a routing application in a production environment
- Use Composer to design routing applications, including:
  - Use the Target block to route to agent groups, skills, and other types of targets
  - Customize the Target block to route based on statistics
  - Customize the Target block to include virtual queues
  - Handle errors in a workflow
  - Use voice treatments
  - Create variables and use them in Composer blocks
  - Use attached data in workflows
  - Use Expression Builder to create routing decisions based on DNIS, caller entered digits, and other attributes
  - Use List objects from the Configuration Layer
  - Access data from a web service
  - Access data stored in a database
  - Use subroutines to modularize a routing application

Target Audience:
This bundle of courses is meant for a technical audience.

Course Prerequisites:
PureEngage Premise Bundle - Basic Administration-Tech
Use the ORS debugger to test and debug routing applications.
Create, test, and troubleshoot basic routing applications for handling non-voice interactions.
Use eServices Manager to build a standard response library and define screening rules.
Use Content Analyzer to create a model for classification.
Create, test, and troubleshoot routing applications that make use of Knowledge Management.
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