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! These courses will qualify you for the Inbound Voice 8.5 Consultant certification (exam cost included).

Included:
Framework Routing and Reporting 8.5 Foundation
FRR85-FND
Framework Routing and Reporting 8.5 Technical Operations FRR85-OPT
Framework Routing and Reporting 8.5 Administration FRR85-ADM
Certification - Inbound Voice 8.5 Consultant GCP8.5-CIV

Course Objectives:
This bundle of courses prepares the student to perform the following tasks:
- Describe the benefits of the Genesys Platform, explain the Framework layers, and how Genesys Framework works with the Contact Center.
- Use Genesys Administrator Extension (GAX) and Genesys Administrator to:
  - Create, manipulate, and configure contact center objects
  - Monitor the environment
- Describe Genesys Routing and explain a simple routing scenario.
- Describe Workspace Desktop Edition and use to handle a call.
- Explain parameter groups and use GAX to set values in parameter groups.
- Describe Solution Reporting and use to view real-time and historical reports.
- Describe the architecture and components of the Genesys Platform, which includes: Genesys Framework, Genesys Routing, and Genesys Solution Reporting.

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

Course Prerequisites:
All prerequisites are included in the bundle.
Reporting.

- Use Genesys Administrator Extension (GAX) to configure:
  - Directory Numbers, Agent Logins, Places
  - Import information for Agents and Bulk Change Sets
  - Setup security through Roles and Permissions
- Configure Genesys Logging and describe basic message flow.
- Configure and test alarms in the Genesys Environment.
- Use Composer to import and setup a Routing Application.
- Generate reports for the following:
  - CCPulse+
  - Pulse
  - GAX Plug-in for License Reporting Manager (LRM)
  - CC Analyzer (Crystal Reports)
- Setup required properties, connections, and options for Framework, Routing, and Solution Reporting components
  - Import Application Templates
  - Configure Application Objects
  - Explain Application Configuration Options
- Understand and setup license control servers
- Explain concepts for multi-host and multi-site
- Describe and setup support for service availability