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:
- Genesys Knowledge Center 8.5 Administration GKC85-ADM
- Framework Routing and Reporting 8.5 Foundation FRR85-FND
- Genesys Proactive (Web) Engagement 8.1 Foundation GPE81-FND

Availability:

<table>
<thead>
<tr>
<th>Method</th>
<th>Instructor-Led</th>
<th>Virtual Instructor-Led</th>
<th>Self Study</th>
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<tbody>
<tr>
<td>Duration</td>
<td>4 Day(s)</td>
<td>4 Day(s)</td>
<td>30 Days Access</td>
</tr>
<tr>
<td>Pricing</td>
<td>28 TUs</td>
<td>28 TUs</td>
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Course Objectives:
This bundle of courses prepares the student to perform the following tasks:
- Describe Genesys Knowledge Center Components and their Functions
- Setup Genesys Knowledge Center Server Components
- Setup Knowledge Bases
- Setup the Genesys Administrator Extension (GAX) and Workspace Knowledge Center Plug-ins
- 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 Genesys Proactive Engagement

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

Course Prerequisites:
All prerequisites are included in the bundle.
PureEngage Premise Bundle - Digital D-Tech
PEN-P-BNDL-DIG(D)-T

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