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:
Framework Routing and Reporting 8.5 Foundation FRR85-FND
Framework Routing and Reporting 8.5 Technical Operations FRR85-OPT
eServices 8.5 Foundation ESV85-FND

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.
- Use Genesys Administrator Extension (GAX) to configure:
  - Directory Numbers, Agent Logins, Places

Availability:

<table>
<thead>
<tr>
<th>Method</th>
<th>Instructor-Led</th>
<th>Virtual Instructor-Led</th>
<th>Self Study</th>
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</thead>
<tbody>
<tr>
<td>Duration</td>
<td>7 Day(s)</td>
<td>7 Day(s)</td>
<td>30 Days Access</td>
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<tr>
<td>Pricing</td>
<td>49 TUs</td>
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Target Audience:
This bundle of courses is meant for a technical audience.

Course Prerequisites:
All prerequisites are included in the bundle.
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)
- 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