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:
eServices 8.5 Foundation ESV85-FND
Info Mart 8.5 Administration INF85-ADM
Info Mart 8.5 Report Development INF85-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>7 Day(s)</td>
<td>7 Day(s)</td>
<td>30 Days Access</td>
</tr>
<tr>
<td>Pricing:</td>
<td>54 TUs</td>
<td>54 TUs</td>
<td>54 TUs</td>
</tr>
</tbody>
</table>

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

Course Prerequisites:
PureEngage Premise Bundle - Basic Administration-Tech

Course Objectives:
This bundle of courses prepares the student to perform the following tasks:
- 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
- Illustrate the components and functions of Info Mart Server
- List the deployment planning considerations
- Identify the ICON and Info Mart data source topologies
- Depict ICON and Info Mart architecture
- Specify the Genesys Info Mart and ICON database
- Demonstrate the components and functions of Info Mart Console
- Install and configure and run ICON components
- Install Genesys Info Mart and Info Mart Admin Console
- Depict the Info Mart HA model and configuration considerations
- Illustrate the Info Mart attached data process and KVP mapping
- Illustrate and install the Reporting & Analytics Aggregation layer
- Depict the basic architecture of an Info Mart
deployment

- Identify the sources of and the flow of the data into Info Mart
- Illustrate the star schema structure of the database
- Identify the common Info Mart fact and dimension tables
- Discuss the use of Interaction, Interaction Resource and Mediation Segment Fact Tables
- Calculate basic contact center measures
- Perform multi-dimensional analysis on the measures
- Discuss the use of Resource State, Resource Session, Interaction Resource State Fact tables
- Calculate basic agent measures
- Discuss the use of Resource Skill and Resource Group Fact tables
- Calculate configuration change tracking measures
- Demonstrate the storage of user data in Info Mart, specifically the flexible user data model
- Identify tables that rely on user data
- Create reports that use out-of-the-box and custom user data
- Discuss calculating advanced measures
- Demonstrate aggregation tables provided by Reporting and Analytics Aggregates package
- Perform detailed interaction analysis from aggregated data down to individual interactions