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
eServices 8.5 Administration ESV85-ADM
Genesys Proactive (Web) Engagement 8.1 Foundation GPE81-FND
Genesys Proactive Engagement 8.1 Deployment GPE81-DPL

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>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>
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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
- Plan a basic eServices solution deployment
- Explain and configure application connections
- Define and configure key options for eServices applications
- Install eServices components
- View logs to confirm key log messages are present
- Test
- Apply troubleshooting and log analysis skills to solve any issues
- Describe Genesys Proactive Engagement
- Describe Genesys Proactive Engagement architecture and components
- Understand the flow of information for Genesys Proactive Engagement

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

Course Prerequisites:
PureEngage Premise Bundle - Basic Administration-Tech
Describe key concepts
Deploy Genesys Proactive Engagement architecture and components
Use Category Manager to define categories
Create a Proactive Engagement Application