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
Info Mart 8.5 Report Development INF85-DEV

Availability:

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

Course Prerequisites:
All prerequisites are included in the bundle.

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
• 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)
• 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