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:
- Info Mart 8.5 Administration INF85-ADM 27
- Info Mart 8.5 Report Development INF85-DEV 18

Course Objectives:
This bundle of courses prepares the student to perform the following tasks:
- 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

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

Course Prerequisites:
PureEngage Premise Bundle - Basic Administration-Tech

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>5 Day(s)</td>
<td>5 Day(s)</td>
<td>30 Days Access</td>
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<tr>
<td>Pricing</td>
<td>38 TUs</td>
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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