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
Info Mart 8.5 Report Development INF85-DEV
Genesys Interactive Insights 8.5 Technical Report Dev GII85-DEV

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>52 TUs</td>
<td>52 TUs</td>
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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

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

Course Prerequisites:
PureEngage Premise Bundle - Basic Administration-Tech
• 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
• Interpret the basic data structure of Interactive Insights
• Relate the relationship of Genesys Interactive Insights to Genesys Info Mart and other Genesys reporting and analytics solutions
• Generalize CMC–Central Management Console for administrative tasks
• Create custom and out-of-the-box report and query edits
• Create users, groups, and profiles
• Create and distribute publications
• Understand and modify universes
• Modify the Reporting & Analytics Aggregation layer to provide custom aggregation