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
Using Quality Management QM85-USE
Genesys Interaction Analytics 8.5 Operations GIA85-OPT

Availability:

<table>
<thead>
<tr>
<th>Method</th>
<th>Availability</th>
<th>Pricing</th>
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</thead>
<tbody>
<tr>
<td>Instructor-Led</td>
<td>Day(s)</td>
<td>19 TUs</td>
</tr>
<tr>
<td>Virtual Instructor-Led</td>
<td>Day(s)</td>
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</tr>
<tr>
<td>Self Study</td>
<td>30 Days Access</td>
<td>19 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 Genesys Quality Management Solution
- Identify Quality Management components
- Describe Forms Manager component
- Explain evaluation questions and agent score calculation
- Identify Evaluation Manager component
- Explain controlling evaluation sessions
- Identify Evaluation Sessions
- Explain performing evaluations
- Identify Quality Management reports
- Explain generating reports
- Practice using reports dashboard
- Identify GIA 8.5 components and solution architecture
- Describe the features and benefits of Genesys Interaction Analytics
- List and describe the Genesys Interaction Analytics components and architecture
- Explain the end user interfaces of Genesys Interaction Analytics
- Explain the core capabilities of Genesys Interaction Analytics
- Explain SpeechMiner as an end user interface
- Describe SpeechMiner menus and how to operate SpeechMiner
- Use SpeechMiner Explore page for searching interactions
PureEngage Premise Bundle - Quality Management-Bus
PEN-P-BNDL-QM-B

- Use SpeechMiner Media Player for interaction play-back
- Summarize Audit process and perform GIA audits
- Identify the Text Analytics
- Describe the GIA reports