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
Genesys Interaction Analytics 8.5 Administration GIA85-ADM

Availability:

<table>
<thead>
<tr>
<th>Method</th>
<th>Instructor-Led</th>
<th>Virtual Instructor-Led</th>
<th>Self Study</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration</td>
<td>6 Day(s)</td>
<td>6 Day(s)</td>
<td>30 Days Access</td>
</tr>
<tr>
<td>Pricing</td>
<td>39 TUs</td>
<td>39 TUs</td>
<td>39 TUs</td>
</tr>
</tbody>
</table>

Target Audience:
This bundle of courses is meant for a technical 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
- Use SpeechMiner Media Player for interaction play-back
- Summarize Audit process and perform GIA audits
- Identify the Text Analytics
- Describe the GIA reports
- Identify GIA 8.5 components and solution architecture
- Explain GIA interaction processing details
- Define GIA 8.5 high availability and scalability options
- Identify GIA 8.5 system requirements, required third party software and deployment models
- Install and configure GIA 8.5
- Identify SMConfig features
- Deploy GIA reports
- Explain SMART features
- Use SMART to define Topics, Categories and Programs
- Explain topic features
- Identify fine tuning using SMART
- Define Programs
- Practice categories using SMART
- Identify SMART backup/restore operation
- Explain SpeechMiner Web Tools Page