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! These courses will qualify you for the Workforce Management 8.5 Consultant certification (exam cost included).

Included:
Framework Routing and Reporting 8.5 Foundation  
FRR85-FND
Workforce Management 8.5 Operation WFM851-OPT
Certification - Workforce Management 8.5 Consultants  
GCP8.5-WFM

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.
- Summarize the benefits and components in Genesys Workforce Manager (WFM)
- Configure a contact center in Workforce Manager (seats, activities, skills, and security rights)
- Configure contact center rules and policies (contracts, meals, breaks, shifts, trading, exceptions and time off)

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>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>
<td>52 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.
• Forecast workload and the workforce necessary to cover it
• Build and modify work schedules for agents
• Configure and use WFM Web Agent to manage agent time off, agent trading, agent initiated exceptions and agent bidding
• Manage a workforce (assign agents to teams, plan exceptions, grant agent preferences, and schedule meetings)
• Monitor adherence to forecasts, schedules, and agent compliance to scheduled activities
• Run reports needed for contact center management
• Combine physical contact centers into a business unit