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:
Workforce Management 8.5 Operation WFM851-OPT
Genesys Performance DNA - Self-Study PDNA90-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>5 Day(s)</td>
<td>5 Day(s)</td>
<td>30 Days Access</td>
</tr>
<tr>
<td>Pricing</td>
<td>46 TUs</td>
<td>46 TUs</td>
<td>46 TUs</td>
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Course Objectives:
This bundle of courses prepares the student to perform the following tasks:
- 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)
- 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
- Understand What Performance DNA is and how it works
- Gain practical experience of using performance DNA
- Create and distribute assessments
- Understand OrgData and how it works with Performance DNA

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

Course Prerequisites:
All prerequisites are included in the bundle