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 Intelligent Workload Distribution 8.5 Consultant certification (exam cost included).

Included:
- Intelligent Workload Distribution 8.5 Deployment - IWD85-DPL
- Certification - Intelligent Workload Distribution 8.5 Consultant - GCP8.5-IWD

Availability:

<table>
<thead>
<tr>
<th>Method</th>
<th>Duration</th>
<th>Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructor-Led</td>
<td>5 Day(s)</td>
<td>43 TUs</td>
</tr>
<tr>
<td>Virtual Instructor-Led</td>
<td>5 Day(s)</td>
<td>43 TUs</td>
</tr>
<tr>
<td>Self Study</td>
<td>30 Days Access</td>
<td>43 TUs</td>
</tr>
</tbody>
</table>

Course Objectives:
This bundle of courses prepares the student to perform the following tasks:
- Describe what the iWD Solution is and explain its value.
- Describe the iWD Solution architecture; identifying components, their function and dependencies.
- Plan technical aspects of an iWD Solution deployment.
- Deploy the iWD components using applicable technical best practices.
- Install the Genesys Rules System.
- Plan business aspects of an iWD Solution Deployment.
- Explain the iWD Business Process (IRD).
- Submit tasks from "source" systems and execute the out-of-box business process to test a deployment.
- Use the Global Task List in iWD Manager.
- Perform basic deployment troubleshooting.
- Run Pulse (Genesys Administrator Extension) reports to aid in testing iWD reporting components deployment.

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

Course Prerequisites:
PureEngage Premise Bundle - Basic Administration-Tech