Intelligent Automation Application Development (GAAP)
SST3-DEV

Overview:
The GAAP Application Development Course (SST3-DEV) educates the business and operations teams in how to build, configure, manage and report on GAAP applications. It’s a highly interactive course in which the attendees will work through a series of exercises in order to create their own IVR (voice and visual).
Please note: The Genesys App Automation Platform (GAAP) has been renamed to Genesys Intelligent Automation.

Availability:

<table>
<thead>
<tr>
<th>Method</th>
<th>Instructor-Led</th>
<th>Virtual Instructor-Led</th>
<th>Self Study</th>
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</thead>
<tbody>
<tr>
<td>Duration</td>
<td>3 Day(s)</td>
<td>3 Day(s)</td>
<td>30 Days</td>
</tr>
<tr>
<td>Pricing</td>
<td>24 TUs</td>
<td>24 TUs</td>
<td>21 TUs</td>
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Course Objectives:
After completing this course, students will be able to:
- Describe how GAAP fits within their wider contact center.
- Confidently use the main GAAP GUI components.
- Build and test an IVR by starting with a basic message and menu application and expanding on this to create a larger IVR with applications.
- Build GAAP applications using best practice methods.
- Explain how to integrate GAAP with back end systems.
- Monitor and test calls.
- Use the reporting and maintenance capabilities of GAAP.

Target Audience:
The GAAP Voice Application Development Course is intended for IVR developers and all people who will be configuring applications within the SpeechStorm/GAAP environment, business or technical.

Software Version:
This course uses GAAP version 3.5 (Nolan) with other Genesys 8 software.

Course Prerequisites:
Courses Required:
- None
Skills Recommended:
- Basic understanding of IVR systems

Course Outline:
1 – Introduction
- Explain what GAAP is.
- Describe the architecture.
- Explain basic call flows.
- Identify the work areas of the GAAP GUI.
- Add a new user.
2 – Basic Design
- Describe how to create new GAAP applications.
- Add sub modules.
- Configure message blocks.
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- Test applications.
- Explain default behavior.

3 – Deploying
- Monitor calls.
- Deploy GAAP applications.
- Roll back an application.

4 – Reporting
- Describe GAAP reporting features.
- Run reports.

5 – Shock Absorbers, Transfers and Recordings
- Use Shock Absorbers.
- Define Opening Hours.
- Explain transfers.
- Use recordings.

6 – Variables
- Describe the purpose of variables.
- Explain how to set variables.
- Describe how GAAP products use variables.
- Create prompts with variables.
- Use interceptors with variables.

7 – Integration
- Explain how GAAP integrates with external systems through Web Services.
- Describe the Web Service request and respond structure.
- Use modules with Web Services.
- Define the Web Service troubleshooting process.

8 – Integration with GVP
- Explain what the Genesys Voice Platform does.
- Describe DiD Groups.
- Define the purpose of Voice Platform Profiles.

9 – Personas and Prompts, Export and Import
- Describe how to use Personas.
- Administer and record prompts.
- Use export and import.