PureEngage Premise Bundle - IVR B-Tech
PEN-P-BNDL-IVR(B)-T

Overview:
This bundle enables you to plan, develop, and test inbound voice routing applications on GVP developed with Composer for use with Orchestration Server. 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 Voice Applications with Composer 8 Developer certification (exam cost included).

Included:
Framework Routing and Reporting 8.5 Foundation
FRR85-FND
Genesys Voice Platform 8.5 Foundation GVP85-FND
Composer 8 for Voice Applications COMV8-DEV
Certification - Voice Applications with Composer 8 Developer GCD8-DCV

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>7 Day(s)</td>
<td>7 Day(s)</td>
<td>30 Days Access</td>
</tr>
<tr>
<td>Pricing</td>
<td>52 TUs</td>
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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.
- Explain the features and benefits of using GVP
- Describe the GVP 8 architecture
- List the main components of GVP 8

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

Course Prerequisites:
All prerequisites are included in the bundle.
- Explain the communication between the GVP components and SIP Server
- Describe GVP reports
- Explain GVP integration options
- Explain the work areas of Composer and the elements of a Voice Project.
- Use Entry, Exit and Prompt Blocks.
- Describe the use of variables.
- Design, run and debug callflows, analyze a Call Trace.
- Test an IVR Profile.
- Use input and menu building blocks.
- Describe the Branching Block.
- Use Grammar Builder to design grammars and export to GRXML.
- Explain and use Shadow Variables.
- Use the Database Blocks.
- Develop modular applications using the Subdialog block and Sub Callflows.
- Describe how error events are thrown and caught.
- Explain when to use the Web Request and the Backend block.
- Describe a CTI call flow and identify the CTI blocks.
- Develop an application which utilizes the VAR blocks and locate reporting data using Genesys Administrator.