Overview:
This bundle enables you to develop self-service application and deploy them effectively. 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:
Intelligent Automation Application Development. SST3-DEV
Intelligent Automation Administration SST3-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</td>
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<td>Access</td>
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<tr>
<td>Pricing</td>
<td>34 TUs</td>
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Course Objectives:
This bundle of courses prepares the student to perform the following tasks:

- 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.
- Describe the GAAP architecture and components.
- Explain the software and hardware requirements.
- Install GAAP and its components: GUI, VUI, Messaging Server.
- Explain basic server settings.
- Configure server logging.
- Describe troubleshooting and monitoring methods.
- Explain integration options with GVP and other digital channels.

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

Course Prerequisites:
All prerequisites are included in the bundle.