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:
Framework Routing and Reporting 8.5 Foundation FRR85-FND
Workforce Management 8.5 Operation WFM851-OPT
3 months of GURU service for 1 person

Availability:

<table>
<thead>
<tr>
<th>Method</th>
<th>Duration</th>
<th>Pricing</th>
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</thead>
<tbody>
<tr>
<td>Instructor-Led</td>
<td>7 Day(s)</td>
<td>TUs</td>
</tr>
<tr>
<td>Virtual</td>
<td>7 Day(s)</td>
<td>TUs</td>
</tr>
<tr>
<td>Instructor-Led</td>
<td>30 Days</td>
<td>TUs</td>
</tr>
<tr>
<td>Self Study</td>
<td>Access</td>
<td>TUs</td>
</tr>
</tbody>
</table>

Target Audience:
This bundle of courses is meant for the business-focused audience.

Course Prerequisites:
All prerequisites are included in the bundle.
- 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