

Course Catalog

Introduction

Welcome to Genesys Education Services! We have an exciting array of courses to help you become experts using the Genesys products that will make your business a success. With classes available globally and online, we provide the training when and where you need it most. We offer Instructor-led Classroom Based Courses (ILC), Instructor-led Virtual Based classes (ILV), and Web Based (online self-paced) courses, all the flexibility you need to access training when you need it.

Training Types	Time Zones
<i>ILC – Instructor-led Classroom Based Courses</i>	<i>CDT – Central Daylight Time, USA</i>
<i>ILV – Instructor-led Virtual Based Courses</i>	<i>COT – Bogota, Colombia</i>
<i>WB – Web-based (online self-paced) Courses</i>	<i>BRT – Sao Paulo, Brazil</i>
	<i>CEST – Frankfurt, Germany</i>
	<i>AEST – Sydney, Australia</i>

Using Interactive University

This catalog provides a list of our courses. So once you have found the course you want to attend, the next step is to register through Interactive University. Each course has a unique name and course code. Once you have that information, finding your class in the University is easy!

To log on to Interactive University:

1. To sign up for Interactive University, you can do so here: <https://www.genesys.com/inin/about/services/education>.
2. Click here: **Interactive University New Users Request**.

If this is the first time you've logged into Interactive University, please be sure to set your time zone so all virtual instructor led courses will show you their availability in your time; this will assist you in making sure you're signing up for the best date and time for that class. Once you've saved your new time zone, be sure to log out and log back in to allow the system to sync; the next time you go into the Catalog, you will see virtual classes in your time zone.

If you need more information about using Interactive University, check out our Interactive University Just-In-Time videos: <http://help.inin.com/justintime/index.html>

You can also check out our FAQ document:

https://www.genesys.com/resources/inin/interactive_university_faqs.pdf

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Overview

Course Duration: 3 Days (8 hours per day)
ILC, ILV, WB

This course focuses on the development of strategic configurations of users/workgroups/roles to meet profitability objectives. Attendees will be guided through sub-components of the Interaction Administrator® People Container, exploring available configuration options. The focus of the class will be on setting appropriate user permissions to ensure resource availability to specific skillsets. Students will explore the configurable components of CIC's powerful ACD/Skills Based Routing engine. Material will also focus on Response Management, Client Configuration, Interaction Supervisor® Monitoring and Reporting.

For a schedule of our classes please refer to our website:
<https://www.genesys.com/inin/about/services/education/courses>

What you'll learn

- This course prepares the student to perform the following tasks:
- Identify the components of the Interaction Administrator interface and container structure.
 - Identify key configuration elements at the Default User, Role, Workgroup, and User level.
 - Understand the configuration options available for ACD/Skills-Based routing, and develop strategies to route interactions to support operational goals.
 - Leverage functionality of Client templates, Reports, and Response Management resources to meet profitability objectives.

Is it for you?

This course is recommended for the following roles:

- CIC System Administrator
- Project Manager
- Operations Director
- Operations/Sales Manager/Supervisor
- Business Planner/Analyst/Forecaster
- Workforce Management Manager/Analyst
- IC Trainer
- Application Developer
- Interaction Optimizer Expert
- Account Manager

Overview

Course Duration: 2 Days (8 hours per day)
ILC, ILV, WB

This course covers basic concepts of Interaction Attendant® such as Profiles, Schedules, and workgroup transfers. Students are introduced to more advanced concepts such as E-mail routing, database operations, and transfers using logical analysis.

The student will learn how to effectively create and modify common Call Routing for the Customer Interaction Center™ (CIC). The student will develop an awareness of how to configure Interaction Attendant through a combination of lectures, presentations, videos and hands-on labs.

For a schedule of our classes please refer to our website:

<https://www.genesys.com/inin/about/services/education/courses>

What you'll learn

This course prepares the student to perform the following tasks:

- Design, build, and test a custom Auto Attendant set of menus and operations
- Navigate the Interaction Attendant user interface, tree structure and form area
- Recognize and use the files and storage structure used by the Interaction Attendant
- Publish, import, and export a new Interaction Attendant configuration
- Create and configure operations that comprise an Interaction Attendant menu

Is it for you?

This course is recommended for the following roles:

- CIC System Administrators
- Application Developer
- Contact Center Manager/ Supervisor
- IVR Developer

Overview

Course Duration: 3 Days (8 hours per day)
ILC, ILV

This course provides the student with the knowledge and skills necessary to configure and support Customer Interaction Center (CIC). The student will explore the SIP protocol, configure a VoIP environment, monitor and capture SIP traffic, and use that knowledge to support and troubleshoot a CIC system using Genesys and supported third-party products. Students will learn how to configure, troubleshoot and support the CIC System through a combination of instructor led lectures and hands-on labs.

For a schedule of our classes please refer to our website:

<https://www.genesys.com/inin/about/services/education/courses>

What you'll learn

This course prepares the student to perform the following tasks:

- Configure SIP components of a CIC system:
 - SIP lines and line groups
 - Dial Plan and Regionalization
- Configure Genesys products in a VoIP environment
- Monitor, capture and troubleshoot SIP traffic
Use network analysis tools to troubleshoot VoIP issues
- Configure third-party SIP devices as part of an IC deployment

Is it for you?

This course is recommended for the following roles:

- Daily CIC Administrator/Support
- IC Expert

Overview

Course Duration: 5 Days (8 hours per day)

ILC

This course is available to Customers only

This course provides the student with the knowledge and skills necessary to configure and support the Interaction Center product. The student will explore the SIP protocol, configure a VoIP environment, monitor and capture SIP traffic, and use that knowledge to support and troubleshoot a CIC system using Genesys and supported third-party products. Students will also learn about CIC users, roles, and workgroups, and will use Interaction Attendant® to develop simple IVR menu structures.

For a schedule of our classes please refer to our website:

<https://www.genesys.com/inin/about/services/education/courses>

What you'll learn

This course prepares the student to perform the following tasks:

- Configure SIP components of a CIC system
- Configure Genesys products in a VoIP environment
- Monitor, capture and troubleshoot SIP traffic
- Configure third-party SIP devices as part of a CIC deployment
- Configure Interaction Attendant inbound call processing
- Create and organize user accounts, workgroups and assign permissions

Is it for you?

This course is recommended for the following roles:

- IC Administrator
- Dialer System Administrator/Support
- Sales Engineer/Sales Consultant

Interaction Center Core Specialist (ICCS) Curriculum

Curriculum Overview

The ICCS Curriculum provides students with the knowledge and skills necessary to perform the day-to-day administration and support of the Customer Interaction Center™ (CIC) system. The curriculum contains a blend of learning environments including self-paced eLearning, instructor led virtual, instructor led classroom based courses and online exams. This allows students to take training when it is convenient for them as each course can be taken individually.

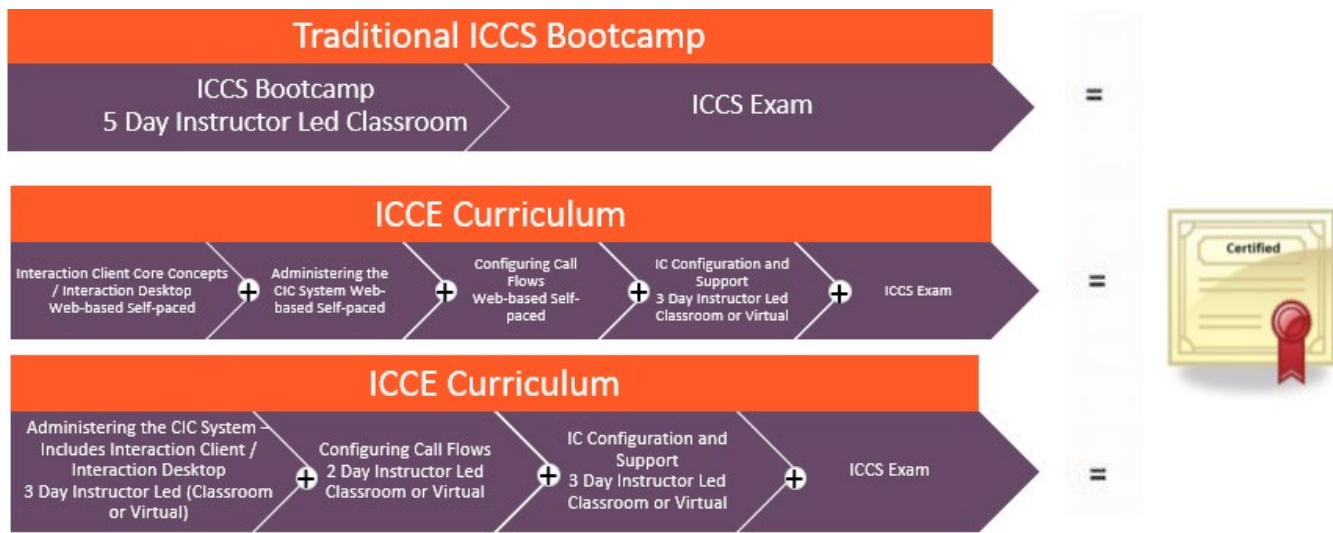
Intended Students

This is a technical curriculum recommended for those person(s) in the role of:

- Daily CIC Administrator/Support: Performs administration of moves, additions, and changes to the system which will occur on a daily basis. Supports the end-users of the system and may need to perform day-to-day management of the system.
- IC Expert: Acts as the single point of contact to your software and hardware support organization for CIC related issues. Troubleshoots when CIC issues arise. Manages the technical aspects of the CIC system.

Certification Pathways

There are two paths to choose from to become ICCS certified. Students can elect to take the traditional ICCS Bootcamp or the ICCS Curriculum. The curriculum path offers optimal flexibility for obtaining certification and is composed of three to four training courses, depending on which ICCS Curriculum path you choose as outlined below, and the ICCS Certification exam. Upon completion with a passing grade, the student will be granted the ICCS Certification.



Overview

Course Duration: 5 Days (10 hours per day)

ILC

This course is needed to obtain the Interaction Center Certified Engineer (ICCE) certification. Students will achieve ICCE certification by earning passing scores on Interaction Center Certified Engineer (ICCE) Bootcamp exams. This course provides the student with the knowledge and skills necessary to implement and support the Interaction Center Platform®. The student will learn about the architecture of Customer Interaction Center™ (CIC) and apply that knowledge to the implementation of an Interaction Center Platform system. The student will learn how to configure, troubleshoot and support a system through a combination of instructor-led lectures and hands-on labs.

- All students must have the prerequisite knowledge and experience as outlined in the Course Prerequisites section of this document.
- Students will be required to demonstrate successful completion of course objectives by passing an on-line, proctored written exam.

For a schedule of our classes please refer to our website:

<https://www.genesys.com/inin/about/services/education/courses>

What you'll learn

This course prepares the student to perform the following tasks:

- Deploy Genesys products in a VoIP environment
- Configure SIP components of an IC system
- Configure deployment scenarios
- Monitor, capture and troubleshoot SIP traffic
- Install and configure Interaction Center components

Is it for you?

This course is recommended for the following roles:

- IC Expert/IC Technician
- Support Engineer
- Sales Engineer/Sales Consultant
- Customer Interaction Center Implementer

Interaction Center Certified Engineer (ICCE) Curriculum

The ICCE Certification is for ININ Partners only; ININ Customers should refer to the ICCS Certification.

Curriculum Overview

These courses provide the student with the knowledge and skills necessary to implement and support the Interaction Center Platform®. The student will learn about the architecture of Customer Interaction Center™ (CIC) and apply that knowledge to the implementation of an Interaction Center Platform system. Students will learn basic server installation skills, and perform administrative tasks.

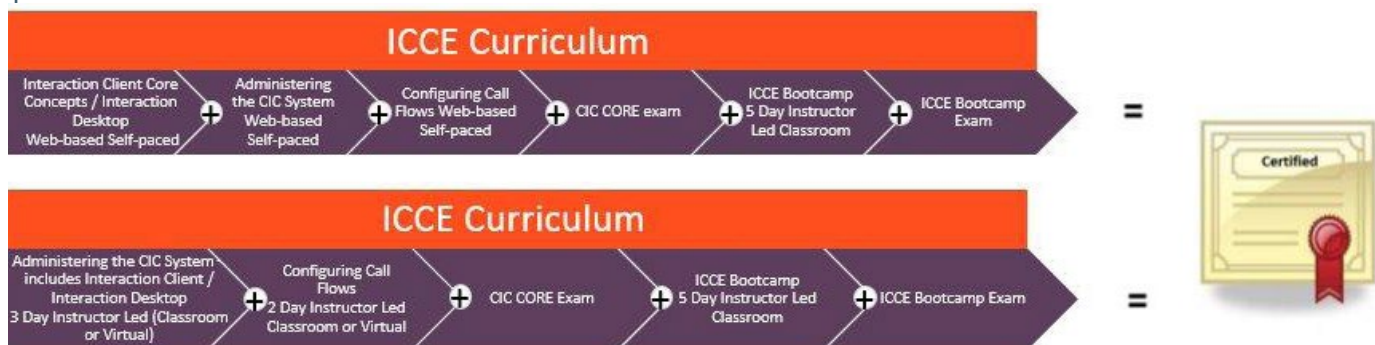
Intended Students

This is a technical curriculum recommended for those person(s) in the role of:

- Customer Interaction Center Implementer: Performs implementation and support of the system, troubleshooting installation and initial configuration.
- IC Expert: Acts as the single point of contact to your software and hardware support organization for CIC related issues. Troubleshoots when CIC issues arise. Manages the technical aspects of the CIC system.

Certification Pathways

The ICCE curriculum path offers optimal flexibility for obtaining certification and is composed of four training courses and the ICCE Certification exams. Upon completion of two exams with a passing grade, the student will be granted the ICCE Certification.



Overview

Course Duration: 5 Days (8 hours per day) ILC, ILV

This course builds the students handler foundation or skill set. It provides students with working knowledge of the Interaction Designer (ID), the tools, utilities, methods and strategies used when modifying or creating handlers. Students attending this course gain practical experience by creating, modifying, debugging and troubleshooting handlers.

For a schedule of our classes please refer to our website:

<https://www.genesys.com/inin/about/services/education/courses>

What you'll learn

This course prepares the student to perform the following tasks:

- Understanding and using the Handler Development environment
- Describe the handler-oriented subsystems and how they work.
- Utilize the Research, Design, Build, Activate, Test and Promote process to modify an existing handler and create a new handler.
- Use Interaction Designer to manipulate handlers.
- Create variables, values, and attributes in handlers.
- Use the Expression Editor Assistant to create complex expressions.
- Select tools and subroutines from the Interaction Designer palettes.
- Define and describe the use of attributes, even objects, tools, steps, subroutines, values, variables, and properties that makeup a handler.
- Debug handlers.
- Pass values into/out of subroutine handlers.
- Describe how handlers interact with other handlers, as well as with Interaction Center.
- Describe the basics of flow control and other related concepts, as well as how Interaction Center handles outbound, inbound, and ACD activity.
- Use database tools in a handler to query a database.
- Add localized prompts.
- Use Interaction Designer's on line help effectively.
- Use Dependency Viewer.

Is it for you?

This course is recommended for the following roles:

- Application Developer
- IVR Developer
- Technical pre-sales and implementation consultants

Overview

Course Duration: 5 Days (8 hours per day)

ILC, ILV

This course is designed for personnel responsible for developing and managing outbound campaign objectives, including compliance considerations and base script development. Employing interactive operational discussion and hands-on labs, students will gain insight into best practices for the outbound contact center, as well as create and modify all aspects of Interaction Dialer.

For a schedule of our classes please refer to our website:

<https://www.genesys.com/inin/about/services/education/courses>

What you'll learn

This course prepares the student to perform the following tasks:

- Describe the functionality of Interaction Dialer
- Describe Database Requirements for Dialer
- Describe the Hardware and Software requirements for Interaction Dialer servers
- Configure Campaigns
- Describe Dialer's facilities for working with contacts in varied Time Zones
- Understand Dialer Licensing
- Describe the administrative components and setup of Dialer
- Describe the fault-tolerance features of Dialer
- Implement Dialer Security
- Install Dialer
- Describe the Supervision and Reporting facilities of Dialer
- Implement Skills Based Dialing
- Configure Dialer Scripts
- Configure Dialer to respond to events dynamically
- Perform maintenance on a Dialer System
- Manage Calling

Is it for you?

This course is recommended for the following roles:

- Interaction Dialer Implementer
- Contact Center Director
- Contact Center Manager/Supervisor
- Contact Center Business Planner/Analyst/Forecaster
- CIC System Administrator
- Outbound Campaign Administrator
- Dialer System Administrator
- Sales Engineer/Sales Consultant
- Interaction Dialer Expert
- Teleservices Compliance Manager

Overview

Course Duration: 4 Days (8 hours per day)
ILC, ILV

This course prepares students to be successful in the deployment, configuration, schedule creation and maintenance of Interaction Optimizer. Students will receive hands-on experience configuring the Interaction Optimizer component software while using a customer-based implementation scenario throughout the course. Students will work through hands-on labs to create sample schedules and learn how to work with the input parameters, forecasts to achieve acceptable schedules. Students will also gain exposure to the Real Time Adherence module in Interaction Center Business Manager.

Additionally, this course provides students with the knowledge and skills necessary to successfully install, configure and support Interaction Optimizer 4.0 and prepare for the IOCA certification exam.

For a schedule of our classes please refer to our website:

<https://www.genesys.com/inin/about/services/education/courses>

What you'll learn

This course prepares the student to perform the following tasks:

- Describe workforce optimization best practices
- Configure daily and weekly shift definitions within Scheduling Units
- Configure agent activities
- Work with volume and headcount forecasts
- Publish a final schedule
- Work with the individual agent schedule viewer plug-in
- Describe the statistics available in the Real Time Adherence monitor and how to work with them
- Work with Agent Preferences
- Manage Schedule bidding
- Generate and modify schedules

Is it for you?

This course is recommended for the following roles:

- Interaction Optimizer Expert
- Workforce Manager
- Forecast Analyst
- Scheduling Administrator
- Contact Center Supervisor
- Interaction Center Administrators
- Performance Analyst
- Sales Engineer/Sales Consultant

Overview

Course Duration: 5 Days (8 hours per day)

ILC, ILV

This course provides the student with the knowledge and skills necessary to successfully utilize the Interaction Center Extension Library (IceLib) to interact with Customer Interaction Center (CIC). This is the only required course to obtain the Interaction Center IceLib Developer (ICID) certification.

For a schedule of our classes please refer to our website:

<https://www.genesys.com/inin/about/services/education/courses>

What you'll learn

This course prepares the student to perform the following tasks:

- Write .NET applications which utilize IceLib to make API calls into CIC.
- Maintain or modify applications utilizing IceLib.

Is it for you?

This course is recommended for the following roles:

- Application Developer

Overview

Course Duration: 4 Days (8 hours per day)

ILV

In this course, students will utilize four Genesys products to assist with building a better customer experience through monitoring and improving employee performance. Students will receive hands-on experience configuring Interaction Analyzer to watch for keywords and important phrases; Interaction Recorder to record interactions agents have with customers; Interaction Quality Manager, to analyze interactions and use them for coaching; and Interaction Feedback to survey customers and get a feedback loop in order to increase customer satisfaction.

For a schedule of our classes please refer to our website:

<https://www.genesys.com/inin/about/services/education/courses>

What you'll learn

This course prepares the student to perform the following tasks:

- Configure policies in Interaction Recorder to record only the interactions that you determine.
- Create and use questionnaires to score recordings made.
- Designate specific words and phrases for Interaction Analyzer to spot during live interactions.
- Create effective post-call surveys to be offered to designated callers.

Is it for you?

This course is recommended for the following roles:

- Contact Center Supervisor
- Quality Manager
- Quality Evaluator
- IC Trainer
- Sales Engineer / Sales Consultant
- Interaction Center Administrators
- Interaction Recorder / Interaction Feedback Expert

Overview

Course Duration: 1 Day (8 hours per day)

ILV

This course is designed for personnel responsible for supervising and monitoring contact centers. Students will learn how to use real-time view and statistics through Interaction Center Business Manager, explore ways to utilize ICBM and Supervisor iPad Edition to engage employees regardless of their physical location, and review add-on products such as Marquee and Interaction Web Portal that can help with displaying just the right information to the right people.

For a schedule of our classes please refer to our website:

<https://www.genesys.com/inin/about/services/education/courses>

What you'll learn

This course prepares the student to perform the following tasks:

- Configure real-time views of statistics in Interaction Center Business Manager
- Utilize Alerts in Interaction Supervisor
- Understand the options available in Interaction Marquee
- Understand how to keep remote agents involved using Interaction Web Portal

Is it for you?

This course is recommended for the following roles:

- Contact Center Manager/ Supervisor
- Quality Manager
- Quality Evaluator
- Interaction Center Administrator
- Business Analyst
- IC Trainer
- Interaction Reporting Expert

Overview

Course Duration: 2 hours **WB**

This course is self-paced training that provides attendees the knowledge to leverage Interaction Center technology and standard CIC reporting metrics to best evaluate past performance and to assist in process improvement and forecasting in the future.

The curriculum is now available in the Interactive University, the Education portal for Genesys.

For a schedule of our classes please refer to our website:

<https://www.genesys.com/inin/about/services/education/courses>

What you'll learn

This course prepares the student to perform the following tasks:

- The Interaction Center Business Manager Interface
- Basic Navigation
- Workspaces
- Interaction Supervisor
- Licenses and Permissions
- Popular Views
- Agent/Workgroup/System Level Monitoring
- Configuring Alerts
- Managing Real Time Statistics
- Configuring Periods and Shifts
- Interaction Reporter Reports
- Creating/Saving Filters
- Historical Reports
- Report Categories
- Formatting and Running Reports
- Exporting Reports
- Flexible Fields
- Report Assistant
- Data Packages
- Running Ad Hoc Reports

Is it for you?

This course is recommended for the following roles:

- Contact Center Manager/Supervisor
- Contact Center Director
- Contact Center Business Planner/Analyst/Forecaster
- Interaction Center System Administrator
- Quality Evaluator
- Workforce Manager/Analyst
- Business Analyst
- IC Expert/IC Technician
- Support Engineer
- IC Trainer
- Sales Engineer/Sales Consultant
- Interaction Optimizer Expert
- Interaction Reporting Expert

Overview

Course Duration: 40 hours

WB

For CaaS customers only

CaaS Operational Readiness Education (CORE) is a self-paced curriculum, focusing on the administration and operation of your CaaS solution.

The CORE courses include:

- Administering the CIC System
- Configuring Call Flows
- Supporting the CaaS System

After completion of the curriculum, a opened book assessment is provided to allow participants to earn the CaaS Core Associate (CCA) designation.

The CaaS CORE Associate Curriculum is available in the Interactive University and consists of video content, course and lab manuals, quizzes, an assessment and access to labs.

The curriculum is now available in the Interactive University, the Education portal for Genesys.

Is it for you?

This course is recommended for the following roles:

- Outbound Campaign Administrator
- IC Administrator
- Daily CIC Administrator

Curriculum Overview

This curriculum is designed to cover the basics of the full PureCloud suite: Collaborate, Communicate, Contact Center, and Architect, and is applicable for Partners in the roles of Implementation Engineer, Field Engineer, Support Engineer.

PureCloud Collaborate Training

This course covers the basics of administration including Collaborate features like creating profiles, adding users, managing content, creating groups, and locations as well as important information on setting up and configuring your organization and troubleshooting.

PureCloud Communicate Training

This course covers the basics of administration including Communicate features; fundamentals of architecture and readiness; configuring the Edge appliance; and configuring phones and stations. You'll also learn about inbound and outbound calling, user settings, and finally, some basic troubleshooting.

PureCloud Contact Center Training

This course is designed to cover the basics of administration and the use of features including ACD, scripting, outbound dialing, analytics, reports, and quality management. In addition, you'll also learn about basic troubleshooting to ensure you have the tools you need to keep your company up and running with Contact Center.

PureCloud Architect Training

This course is designed to cover the basics of administration including recording and uploading prompts, designing call flows, and building inbound and outbound call flows. The estimated time to complete the curriculum is 17 hours.

Each module contains quiz. These questions will help you to assess your knowledge of the material and prepare you for the exam, so be sure to take your time and answer the questions as you are going through the courses.

PureConnect Certification Requirements

<i>Customer Type</i>	<i>You Must Pass Exam(s):</i>	<i>Recommended Training</i>
Partner	CIC CORE Exam + ICCE BOOTCAMP Exam	Administering the CIC System & Configuring Call Flows & ICCE Bootcamp
Direct Customer	ICCS Exam	Interaction Center Core Specialist (ICCS) Bootcamp Or ICCS Curriculum

- Interaction Center Certified Engineer (ICCE)**
 The Interaction Center Certified Engineer (ICCE) certification is for individuals working for Partners responsible for implementing and supporting the CIC suite of products.
This is a PARTNER ONLY certification. All partners are required to have at least 2 ICCE certified individuals on staff.
- Interaction Center Certified Specialist (ICCS)**
 The Interaction Center Certified Specialist (ICCS) certification is for individuals working for a premise-based customer responsible for administering and supporting the CIC suite of products.
This is a CUSTOMER ONLY certification. All Direct Premise Customers are required to have at least 2 ICCS certified individuals on staff.
- Interaction Center Handler Developer (ICHD)**
 The Interaction Center Handler Developer (ICHD) certification is for individuals that handle the creation of custom applications, creates custom ties from CIC to legacy systems, creates and manages small customizations to existing CIC products.
Partners are required to have at least 1 ICHD certified individual on staff.
- Interaction Dialer Certified Engineer (IDCE)**
 The Interaction Dialer Certified Engineer (IDCE) certification is for those individuals that will be implementing and configuring Dialer. It is also for those that will need to perform moves, adds and changes to the Dialer system.
All Premise Partners and Customers: In order to open tickets with Support and download Dialer licenses, individuals must be IDCE certified.
- Interaction Optimizer Certified Administrator (IOCA)**
 The Interaction Optimizer Certified Administrator certification is for those that are responsible for configuring CIC system for implementation as well as workforce Managers responsible for Forecasting workload, creating schedules, managing real-time operational performance and schedule adherence.
All Premise Partners and Customers: In order to open tickets with Support and download Dialer licenses, individuals must be IOCA certified.

● PureCloud Core Professional (PCP) Certification Requirements

The PureCloud Core Professional (PCP) certification is for individuals working for Partners responsible for implementing and supporting the PureCloud platform.

All PureCloud partners are required to have at least 2 PCP certified individuals on staff. Customers are welcome to complete the certification.

Customer Type	You Must Pass Exam(s):	Recommended Training
Partner	PureCloud Certified Professional (PCP) Exam	PureCloud Core Learning Plan
Customer	n/a	PureCloud Collaborate Training or PureCloud Communicate Training or PureCloud Training plus PureCloud Supervisor and Agent Training (Available on Resource Center)

Communications as a Service (CaaS) Customer Certification Requirements

CaaS CORE Professional (CCP)

The CaaS CORE Professional (CCP) is for individuals working for a will be administering and supporting the CIC CaaS based suite of products and desire a higher level of certification.

Customer Type	You Must Pass Exam(s):	Recommended Training
Partner	CIC CORE Exam + ICCE BOOTCAMP Exam	Administering the CIC System & Configuring Call Flows & ICCE Bootcamp
CaaS Customer	CCA Assessment or CCP Exam	CaaS Core Associate or Caas CORE Curriculum

