

Genesys Cloud Architect

CODICE

GC-ARC-DEV

DURATA

2 Giorni

PREZZO

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LINGUA

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MODALITÀ

Virtual Classroom

SCHEDULAZIONE

- A Richiesta

The Genesys Cloud Architect course trains users in building basic and advanced call flows.

Topics include User Prompt recording and uploading, call flow design, creating Inbound and Outbound call flows, secure call flows, and IVR use of data actions.

The content is reinforced with learning checks, demonstrations, and hands-on exercises to enhance the user experience.

PREREQUISITI

Courses Recommended:

- Genesys Cloud Implementation
- Genesys Cloud Contact Center Administration

Recommended Knowledge:

- Familiarity with Genesys Cloud user interface
- Familiarity with Windows administration concepts

OBIETTIVI

- Explain what Architect is
- Configure default inbound call flow settings
- Explain the use of Architect toolboxes

- Architect built-in variables
- Explain configuration of common call flow design tasks
- Explain inbound call flows
- Explain in-queue call flows
- Explain secure call flows
- Describe outbound call flows
- Explain inbound email flows

DESTINATARI

Genesys Cloud Architect is intended for routing application developers or anyone in a technical role involved in planning, developing, and testing inbound, Outbound, in-queue and inbound email routing applications developed with Genesys Cloud Architect.

CONTENUTI

Explain What Architect is

- Describe the concept of an IVR
- Explain how Architect is used to enhance the customer experience in a Genesys Cloud Contact Center
- Review the types of flows and the purpose of each

Configure Default Inbound Call flow settings

- Set up default action settings
- Configure Event Handling
- Configure Default menu settings
- Choose Supported languages in a flow
- Configure speech recognition settings

Explain the use of Architect Toolboxes

- Main page toolbox actions
- Task editor toolbox actions

Architect Built in variables

- Explain the concept of variables and how they are used
- Give an overview of the most-used built in variables

Manage Flows

- Review options of a flows
- Import a flow
- Validate a flow
- Publish a flow
- Print a flow
- Delete a flow
- Unlock a call flow

Explain Prompts

- Review working with Call Prompt
- Configure Prompt Resources
- Demonstrate how to Bulk import Prompts

Explain Schedules

- Explain the concept of schedules, holiday schedules, and emergency schedules.
- Explain how to create schedules, including holiday and emergency
- Edit a call routing schedule
- Delete a Schedule

Describe Schedule Group

- Explain the concept of Schedule Groups
- Explain Open and Closed concepts for schedule groups, and how the system determines whether the group evaluates to Open or Closed.

- Explain how to create a Schedule Group
- Update a Schedule Group
- View schedules or schedule groups associated with a schedule
- Delete a Schedule group

Explain Inbound Call Flows

- Create an Inbound flow
- Explain how to create an Inbound flow with Salesforce CRM data action
- Configure the flow
- Create an audio sequence
- Explain barge-in
- Explain how Speech Recognition is used in flows
- Explain Task Editors
- Demonstrate how to debug a flow

Explain In-queue call flows

- Explain the purpose of In-Queue Call flows
- Explain how to create an In-queue call flow
- Explain the In-queue call flow for a customer to listen to the Estimated Wait Time
- Explain the In-queue call flow for a customer to listen to the Custom ACD Wait music
- Explain the In-queue call flow for a customer to Loop and play a menu (stay on hold, transfer to voicemail, receive callback to number they enter)
- Edit the In-queue flow
- Republish the In-queue flow

Explain Secure Call flows

- Explain Secure Call flow and its benefits
- Explain how to create a Secure Call flow

- Explain the difference between just agent-initiated and agent plus flow transfer.

Describe Outbound Call Flows

- Explain the purpose and usage for Outbound Call flows
- Explain how to create an Outbound Call flow
- Configure Outbound settings
- Describe what are Task Editors

Explain Inbound Email flows

- Explain the usage of Inbound Email flows
- Explain how to create an Inbound email flow
- Configure inbound email settings
- Manage ACD email routing
- Explain State Editor
- Discuss Email Routing Scenarios

Prezzi e corsi potrebbero subire variazioni; si consiglia di verificare sul sito www.novanext.it/training.