



# Genesys Cloud Contact Center Administration

## CODICE

GC-CCA-ADM

## DURATA

2 Giorni

## PREZZO

Su richiesta

## LINGUA

Inglese

## MODALITÀ

Virtual Classroom

## SCHEDULAZIONE

- A Richiesta

Genesys Cloud Contact Center Administration introduces the fundamental concepts and major components associated with the Contact Center feature set of the Genesys Cloud platform.

The course also provides an overview to the Genesys Cloud interface and presents scenarios to facilitate your understanding of the administration of a contact center.

After completing this course, you should be equipped to implement Genesys Cloud Contact Center within your organization at a basic level.

You will also gain a familiarity with daily contact center monitoring and administration tasks, preparing you for the specialization courses which dive deeper into the topics presented here.

## PREREQUISITI

Recommended Skills

To be successful in this course, it is recommended that you have the following skills and knowledge:

- Familiarity with the Genesys Cloud User and Admin Interfaces
- Familiarity with the features of Genesys Cloud Collaborate and Genesys Cloud Communicate

## OBIETTIVI

Explain the basics of Genesys Cloud Contact Center Administration.

- Configure Automatic Call Distribution to optimize customer service.
- Discuss the purpose and capabilities of Genesys Cloud Architect in a contact center.
- Describe the Genesys Cloud data actions integration.

- Explain the use of Scripting in a Genesys Cloud contact center.
- Outline the basic features of Genesys Cloud outbound dialing.
- Describe the use of Reports and Dynamic Views in contact center management.
- Describe quality management in a Genesys Cloud contact center.
- Describe Workforce Management in a Genesys Cloud contact center.

## DESTINATARI

Genesys Cloud Contact Center Administration is intended for system administrators, contact center managers, project managers, and supervisors to help them monitor and administer the contact center.

The course is also useful for anyone else who needs to learn the basic functionality of Genesys Cloud Contact Center.

## CONTENUTI

Give a basic overview of the Genesys Cloud platform

- Briefly describe Genesys Cloud Collaborate.
- Briefly describe Genesys Cloud Communicate.
- Review the Genesys Cloud Admin UI and Client UI.

Explain the basics of Genesys Cloud Contact Center Administration

- Explain how Genesys Cloud Contact Center helps you enhance your Customer Experience.
- List the features of Genesys Cloud Contact Center.
- List the three levels of Contact Center licensing.

Configure Automatic Call Distribution to optimize customer service

- Describe ACD processing.
- Explain interaction flow and queue design.
- Select the appropriate evaluation and routing combination for a specific scenario.
- Configure agent utilization.
- Configure ACD Skills and Language Skills.
- Configure wrap-up codes.

- Configure After Call Work.
- Create and configure an ACD queue.
- Configure routing in Genesys Cloud Architect and Admin settings.
- Activate and deactivate agents on queues.
- Test ACD call routing.
- Describe ACD web chat configuration.
- Configure ACD email in Admin settings.
- Test ACD email routing.
- Describe Social Channel and its configuration.
- Describe ACD Messages.

Discuss the purpose and capabilities of Genesys Cloud Architect in a contact center

- Describe the purpose of Genesys Cloud Architect in a contact center.
- List the main features of Genesys Cloud Architect.
- Describe the options for Call Flow management.
- Describe how to create and edit System and User Prompts.
- List the types of Flows.
- Create a basic menu that sets the language for an Inbound Call Flow.

Describe the Genesys Cloud data actions integration

- Describe the function and purpose of the Genesys Cloud data actions Integration.

Explain the use of Scripting in a Genesys Cloud contact center

- Describe Scripts and basic script functionality.
- Create a basic script.

Outline the basic features of Genesys Cloud outbound dialing

- List the Outbound Dialing modes and give a brief description of each.

- Explain the use of Call Lists and Do Not Call Lists.
- Configure and test an Outbound Power Dialing campaign.

Describe the use of Reports and Dynamic Views in contact center management

- List the main types of reports and describe their use.
- List the main Dynamic Views and describe their use.
- Configure and run an Interaction Details report.

Describe quality management in a Genesys Cloud contact center

- Describe the use of Recording Policies and Evaluations for contact center management.
- Describe how to enable call recording on a Trunk.
- Create a recording policy.
- Create and publish an Evaluation form.
- Describe how the Quality Evaluator and Quality Administrator dashboards are used to monitor performance in a contact center.

Describe Workforce Management in a Genesys Cloud contact center

- Explain the benefits of scheduling agents and its effects on customer experience.
- Create a manual schedule.

*Prezzi e corsi potrebbero subire variazioni; si consiglia di verificare sul sito [www.novanext.it/training](http://www.novanext.it/training).*