Genesys Cloud CX contact Center   (25 hours)

Genesys Cloud CX Certified Professional - Contact Center Administration [~10 Hours]

Topic 1 - Genesys Cloud CX Platform and CC Admin
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Overview of Genesys Cloud CX collaborate(opens in a new tab)
List the features of Genesys Cloud CX contact center(opens in a new tab)
List the three levels of contact center licensing(opens in a new tab)(opens in a new tab)

Topic 2 - ACD and Supervisor Tools
–
Describe ACD processing(opens in a new tab)
Explain interaction flow and queue design(opens in a new tab)
Explore evaluation and routing combination methods(opens in a new tab)
Configure agent utilization(opens in a new tab)
Configure ACD skills and language skills(opens in a new tab)
Configure wrap-up codes(opens in a new tab)
Configure after call work(opens in a new tab)
Activate and deactivate agents on queues(opens in a new tab)
(opens in a new tab)Configure ACD email in admin settings(opens in a new tab)
Manage ACD email routing(opens in a new tab)
Describe ACD messages(opens in a new tab)
List the types of reports and use(opens in a new tab)
Understand performance dashboards(opens in a new tab)
Create and manage alerts(opens in a new tab)
Activate and deactivate agents in queues(opens in a new tab)
Monitor in-progress interactions(opens in a new tab)(opens in a new tab)(opens in a new tab)

Topic 3 - Roles, Permissions, and Divisions
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List the types of roles and permissions(opens in a new tab)
Explain license management(opens in a new tab)
Understand divisions(opens in a new tab)

Topic 4 - Genesys Cloud CX Architect and Scripting
–
Features of Genesys Cloud CX Architect(opens in a new tab)
(opens in a new tab)Describe the options for flow management(opens in a new tab)
Work with prompts(opens in a new tab)
Describe Scripts and understand basic script functionality(opens in a new tab)
Create a basic script(opens in a new tab)

Topic 5 - Outbound Dialing, QM, and WFM
–
Describe Outbound Dialing modes(opens in a new tab)
Explain Contact Lists(opens in a new tab)
Configure and test an Outbound Power Dialing campaign(opens in a new tab)

Understand quality policies(opens in a new tab)
Describe how to enable call recording on a Trunk(opens in a new tab)
Create a recording policy(opens in a new tab)
Create and publish an Evaluation Form(opens in a new tab)
Work on the Quality Evaluator Dashboard(opens in a new tab)
Work on the Quality Administrator Dashboard(opens in a new tab)
Explain Workforce Management(opens in a new tab)
Work with Schedules(opens in a new tab)
Explain Agents Schedule Detail view(opens in a new tab)
Add a Blank Schedule

Genesys Cloud CX Certified Professional - Implementation [~10 Hours]

Topic 1 - Genesys Cloud CX Platform and Collaborate
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Describe the Genesys Cloud CX contact center(opens in a new tab)
Identify the various licensing levels(opens in a new tab)
Understand Genesys Cloud CX platform(opens in a new tab)
Access Genesys Cloud CX apps(opens in a new tab)(opens in a new tab)

Topic 2 - Configurations of Genesys Cloud CX Collaborate
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Understand Collaborate configurations (opens in a new tab)(opens in a new tab)
Add a Location(opens in a new tab)
Configure Sites(opens in a new tab)
Add people to the Organization(opens in a new tab)
Work with Groups(opens in a new tab)
Setup Group Workspaces(opens in a new tab)(opens in a new tab)(opens in a new tab)

Topic 3 - Features of Genesys Cloud CX Communicate
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Understand features of Genesys Cloud CX Communicate(opens in a new tab)
Describe Genesys Cloud CX Telephony(opens in a new tab)
Describe Genesys Cloud CX Voice(opens in a new tab)
Work with Edges(opens in a new tab)
Configure the Genesys Cloud CX Edge Standard v2(opens in a new tab)
Describe Trunks in Genesys Cloud CX(opens in a new tab)
Work with Phones

Genesys Cloud CX Certified Professional - Reporting and Analytics [~5 Hours]

Topic 1 - Dynamic Views
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Use Performance Dashboards(opens in a new tab)
Understand Queues view(opens in a new tab)
Explain My Queues Activity view(opens in a new tab)
Explain Queues Activity Detail view (opens in a new tab)
Explain Queues Performance Summary view(opens in a new tab)
Explain Agent Performance views(opens in a new tab)
Explain Interaction view(opens in a new tab)
Explain Skills Performance view (opens in a new tab)
Manage your team through presence and status