

Advanced Genesys Cloud CX Contact Center



Genesys Cloud CX Administration, Implementation & Reporting

- Genesys Cloud CX Platform
- Architecture
- Genesys CX Licensing,
- Collaborate, Communicate, Contact Center
- Genesys Cloud CX Voice Model
- Org, Role, Divisions, Locations
- Telephony, Sites, Edge, Trunks
- Genesys Cloud Architect
- ACD, Queues
- Call Routing, Chat, Email
- Advanced Architect IVR Flows
- In-Queue Call Flows
- Common Module Flows
- Security & Compliance
- Supervisor Tools
- Analytics Workspace
- Performance Dashboard
- Quality Management (QM)
- Basics of Workforce Management (WFM)
- Outbound Dialing
- Analytics and Reporting
- Troubleshooting



Genesys Cloud CX APIs and Advanced Integrations

- Genesys Integrations
- Getting started Postman & APIs
- Advanced Platform APIs
- Amazon Polly
- Salesforce CRM
- SQL Database with middleware
- Developer Tools
- MFA OTP Flow with Twilio Verify API
- Secure Call Flows
- Advanced Agent Scripting
- Developing Middleware API
- Advanced Genesys Data Actions
- Single Sign-On SSO with Entra ID (Azure AD)



Generative AI with Genesys AI and Digital Bots

- Conversational AI
- Web Chat vs Web Messaging
- Gen-AI with Genesys AI
- Natural Language Understanding (NLU)
- Advanced Digital Bot Flows
- AI Chatbots & Voice Bots
- Knowledgebase
- Agent assists copilot
- Recording and Transcript
- Basic Google Dialogflow CX & Amazon Lex bots
- Predictive Engagement

Training Details

- Start Date: 18/Nov/2024 | 08 AM to 10 AM IST
- Duration: 35 Days (2 hours/day, Mon to Fri)
- Fee: INR 20,000/-
- Referral program: Each reference will have an INR 2,000 discount on the course fee
- Trainer Demo Classes:
 - Gen-AI with Genesys AI Part 1: <https://youtu.be/F6mbeBygAwU>
 - Gen-AI with Genesys AI Part 2: <https://youtu.be/pwTmDr9QiMA>
 - Gen-AI Chat bot experience: <https://ajcollab.com/>
 - Genesys BYOC & Learn Genesys in 1 Day: <https://youtu.be/gvOW116Z0Lk>
 - My Channel: <https://www.youtube.com/@aj-labs/videos>

Specialties

- Genesys lab access during & 1-month post training
- Class recordings will be provided for lifelong access
- Complete topic eBook will be provided (contains theory and step-by-step details of each configuration)
- Support via WhatsApp Community / Call, Post training community support
- 100% Hands-on Training with enterprise business use cases
- Enterprise-level expert real-time trainer
- Advanced Flows, Scripts, APIs, Digital Bot, Gen-AI, Dialogflow CX, Amazon Lex, etc.

Who can enroll?

The "Advanced Genesys Cloud CX Contact Center" training course is designed for professionals who are looking to deepen their knowledge and expertise in the Genesys Cloud CX platform. This course is suitable for:

- Anyone who wishes to learn Contact Center, IVRs, Conversational AI, Chatbots, etc.
- Anyone with a Basic Understanding of Contact Centers
- Cisco UCCX, UCCE Engineers who wanted to upskill to Genesys Cloud CX
- Contact Center Administrators and Managers
- Existing Unified Communications & VoIP Engineers
- UC and CC Solution Architects
- Genesys administrators who want to deepen their knowledge of advanced topics like API, Integrations, Gen-AI, Bots, etc.
- System Integrators and Consultants
- Anyone with a basic understanding of IP Telephony can attend

Requirements

- Laptop with Administrator access
 - Gem Player software is required to watch the recorded videos. Admin access is needed for installing this software
 - Live Classes will be conducted using HHMeet (Just like Zoom). Admin access is required to install this tool
- Knowledge Requirement
 - Although it is an Advanced Genesys Cloud CX Training, there are no specific prerequisites for enrolling in the course. Every topic will be discussed, demonstrated, and experienced from scratch.

To enroll in the class, please Call / WhatsApp: [+91-859-0101-859](tel:+91-859-0101-859)

Detailed Topics

- Introduction to Genesys Cloud CX
 - Genesys Products
 - Genesys Cloud CX Feature Layers (Collaborate, Communicate, Contact Center)
 - Genesys Cloud CX Software Architecture
 - Genesys Cloud CX Data Center Architecture in AWS Regions
 - Genesys Cloud CX Access Overview
 - [Lab] Genesys Cloud CX Interface Walkthrough
 - Micro Services Architecture
 - Genesys Cloud CX Licensing and Genesys Cloud CX License Buying Model
 - License Cost Factors, Fair Usage Policies
 - [Lab] Understanding Genesys Subscription & License Assignment
 - Genesys Cloud CX Collaborate, Components of CX Collaborate
 - Organizations
 - [LAB] Organization Configuration
 - [LAB] Master Admin Configurations
 - Genesys Cloud CX Divisions
 - [Lab] Division Configuration
 - Roles and Permissions
 - [Lab] Genesys Custom Role (Read Only Administrator)
 - [Lab] Configuring New User in Genesys
 - [Lab] Assigning Read-Only Administrator Access to New User in Home Division
 - License Consumption of a Genesys Cloud CX User
 - [Lab] Interpret Roles and Divisions
 - Genesys Cloud CX User Management in Detail
 - [Lab] Adding Local Users
 - [Lab] Adding Local Users Using Bulk Import
 - [Lab] Collaborate Video Calls between Internal Users
 - [Lab] Collaborate Text Chat between Internal Users
 - Genesys Cloud CX Groups
 - [LAB] Creating Groups
 - [LAB] Adding Users to Groups
 - [LAB] Groups-based Role Assignment
 - Genesys Cloud CX Workspaces
 - [LAB] Creating Workspaces
 - Genesys Cloud CX Locations
 - [Lab] Location Configuration
 - Authorized Organizations
 - Genesys Cloud CX Communicate
 - Genesys Cloud CX Edge
 - Local Edge Disaster Recovery
 - Edge Group
 - Genesys Cloud CX Sites
 - Locations Available for use on Sites
 - [Lab] Creating a Site
 - WebRTC Phone, How WebRTC Works
 - Basics of NAT (Network Address Translation), STUN (Session Traversal Utilities for NAT), TURN (Traversal Using Relays Around NAT), ICE (Interactive Connectivity Establishment) and SDP (Session Description Protocol)
 - [Lab] Genesys Cloud CX WebRTC Phone Configuration
 - [Lab] Internal Calls Between Agents
 - [Lab] Make an Inbound Call to Agent's Phone Directly
 - [Lab] Make an Outbound Call from the Agent's Phone
 - Number Plans (Dial Plan) and Regular Expressions (Regex)
 - [Lab] Number Plans - SIP Normalization Using Regex
 - Outbound Routes
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- [Lab] Outbound Rules Configuration
 - Voice Model (VoIP Deployment Models)
 - Genesys Cloud CX Voice
 - [Lab] Genesys Cloud CX Voice - Purchase Genesys Cloud Voice Phone Number
 - [Lab] Genesys Cloud CX Voice: Make an Inbound Call for Testing Genesys IVR
 - BYOC Cloud (Bring Your Own Carrier Cloud) – Edge is always in AWS
 - Basics of BYOC Premises (Bring Your Own Carrier Premises) – Edge is always Local
 - Genesys Cloud CX Trunks
 - Understanding the Relation between Location, Sites, External Trunk, Phone Trunk
 - [Lab] Purchase BYOC Cloud Subscription
 - [Lab] BYOC Cloud - Trunk with AudioCodes SBC and Twilio PSTN
 - [Lab] Deploy AudioCodes SBC in Azure and Configuration Wizard
 - Twilio PSTN Elastic SIP Trunking Configurations
 - [Lab] BYOC Cloud - Internet SIP Trunk Directly from Twilio PSTN
 - Understanding Genesys Cloud CX Incoming Call Routing
 - Genesys Cloud CX Contact Center
 - Genesys Cloud CX Contact Center Administration Scope
 - Interaction Flow and Queue Design
 - Genesys Cloud CX Architect
 - [Lab] Enable Calling in the Groups
 - [Lab] Build a Simple Call Flow Using Architect and Genesys TTS Engine
 - Genesys Cloud Desktop App
 - Persistent connection feature with a Genesys Cloud WebRTC phone
 - [Lab] Flow Outcome
 - [Lab] External Tag
 - [Lab] Call Flow Using Architect and User Prompts
 - Directly Upload User Prompt in Architect Call Flow and Prompt Repository
 - Bulk Import of User Prompts
 - [Lab] Multi Language Prompts
 - [Lab] Implement Multi-Language Call Flow
 - [Lab] Automatic Call Distribution (ACD) Queue with Skill Based Routing Call Flow
 - [Lab] ACD Skill Configuration
 - [Lab] Agent Configuration
 - [Lab] Configuring Wrap-up Codes
 - [Lab] Creating Queue
 - [Lab] Architect Call Flow with ACD
 - [Lab] Understanding ACD Evaluation and Routing
 - Evaluation Methods (All Skills Matching, Best Available Skill, Disregard Skills, Next Agent)
 - Routing Methods (Standard ACD, Preferred agent, Bullseye)
 - [Lab] Sign-up for AWS Cloud for Free Account
 - [Lab] Getting Started with Amazon Polly TTS
 - Getting Started Genesys Integrations
 - [Lab] Integrate Amazon Polly TTS Engine with Genesys
 - AWS ARN Configuration for Amazon Polly
 - [Lab] Genesys Cloud Integration for Amazon Polly
 - [Lab] Use Amazon Polly TTS in Genesys Cloud Architect Call Flow
 - [Lab] Schedule Check and Emergency Routing
 - [Lab] Schedule Group and Emergency Group
 - [Lab] Implement Schedule Group in Call Flow
 - [Lab] Flow Variables in Architect Design
 - [Lab] Participant Data in Architect Flow
 - [Lab] Data Table Configurations
 - [Lab] Decision Making based on Data Table and Custom Variables with Genesys Expressions
 - External Contacts
 - [Lab] External Contact and Agent Interaction
 - [Lab] Custom Contact Type
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- Understanding Genesys Cloud Certifications (GCP, GCD, and Architect Certification)
 - AJ's Recommendations for Genesys Cloud Certifications
 - What is an API? and How APIs Work
 - How do you use Genesys Platform API?
 - Genesys Platform API Explorer
 - [Lab] Get External Contacts Details using Genesys Platform API Explorer
 - API Authentication and Authorization with OAuth 2.0 Flow
 - [Lab] Configure OAuth 2.0 Client in Genesys Cloud
 - How to Connect Postman Tool to Genesys Platform API
 - [Lab] Download and Install Postman Tool
 - [Lab] Genesys Platform API OAuth 2.0 Authorization with Postman
 - [Lab] Postman Sample API Call to Genesys Platform to get External Contact Details
 - Genesys Cloud Data Actions (Genesys Own API Integration)
 - [Lab] Genesys Cloud Data Action Integration
 - [Lab] Genesys Cloud Data Action API Response Translation Map with JSON Path expression
 - [Lab] Using Genesys Platform APIs Data Actions in Architect Flows
 - [Lab] Emergency Group APIs Data Actions in Architect Flows –
 - Emergency Group Activation via API and Architect Flow - Live business use case
 - Salesforce CRM with Genesys Cloud CX
 - [Lab] Sign-up for Salesforce
 - [Lab] Basic Administration and Setup for Salesforce
 - [Lab] Contact Page Customization and Adding First Contact in Salesforce
 - [Lab] Create a Case in Salesforce
 - [Lab] Create a Premium Customer Custom Checkbox in Salesforce Contact
 - [Lab] Configure an API User Account and Security Token in Salesforce
 - Understanding Salesforce CRM APIs with Postman
 - [Lab] Forking the Salesforce Platform APIs to Postman Tool
 - [Lab] Authenticating Postman with Salesforce Platform API
 - [Lab] Get Contact by Contact Number - Salesforce Platform API
 - [Lab] Get Custom Fields from Salesforce Platform API
 - [Lab] Get Recent Case by Contact Number - Salesforce Platform API
 - [Lab] Genesys Cloud Integration Configuration for Salesforce CRM
 - [Lab] Genesys Cloud Custom Data Action for Salesforce CRM (GET_CONTACT_BY_NUMBER)
 - [Lab] Call Routing Decisions based on Salesforce CRM Custom Field (Premium Customer Routing)
 - [Lab] Advanced Salesforce and Genesys Data Actions 510
 - [Lab] Genesys Cloud Custom Data Action – Get Recent Case from Salesforce CRM (GET_RECENT_CASE_BY_NUMBER)
 - [Lab] Genesys Cloud Custom Data Action – Get Case Comment from Salesforce CRM (GET_CASE_COMMENT_BY_CASE_ID)
 - [Lab] Genesys Cloud Custom Data Action – Add new Case Comment in Salesforce CRM (UPDATE_CASE_COMMENT_BY_CASE_ID)
 - [Lab] Genesys Cloud Custom Data Action – Create New Case in Salesforce CRM (CREATE_CASE_BY_CONTACT_ID)
 - Genesys Cloud Scripts and Basic Script Functionality
 - [Lab] Basic Agent Side Scripting
 - [Lab] Advanced Agent Side Scripting
 - [Lab] Twilio OTP Verify Services Integration with Genesys
 - Postman tool for Twilio Verify Services
 - Genesys Web Services Data Actions Integration for Twilio Services
 - Genesys Data Action (GENERATE_TWILIO_OTP)
 - Genesys Data Action (VALIDATE_TWILIO_OTP)
 - Agent Utilization and After Call Work
 - Work Teams
 - Common Module Flow
 - Callbacks
 - [Lab] Build Common Module Flow for OTP Authentication
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- [Lab] Update the Inbound Flow to Use Common Module for Premium Customer Authentication
 - [Lab] In-Queue Call Flow with Loop and Callback Request
 - [Lab] Host Demo Website for Lab
 - Getting Started with SQL Database and Front-End Development
 - [Lab] Setup and Configure an SQL Database and Front-End from Scratch
 - [Lab] Create the SQL Database and DB User for Client Application
 - [Lab] Allow Access to DB with Access Host
 - [Lab] Connect and Access the Database Using MySQL Workbench
 - [Lab] Create an SQL Database Table for Client Application
 - [Lab] Front-End We App for Accessing the SQL DB
 - Developing Middleware API for SQL Database
 - [Lab] Develop Middleware API with Basic Authentication
 - [Lab] Middleware API to GET Debit Card Data from SQL Server
 - [Lab] Connect Postman to the Middleware API to GET Debit Card Data from SQL Server
 - [Lab] Middleware API to Validate User Inputs Against SQL Database
 - [Lab] Middleware API to Update Debit Card Pin if Validation is Success
 - Integrating Middleware API with Genesys for SQL DB Access
 - [Lab] Web Services Data Actions Integration with Basic Authentication
 - [Lab] Data Actions Configurations for Updating the Debit Card Pin (UPDATE_DEBIT_CARD_PIN)
 - [Lab] Architect Call Flow that Updates Debit Card PIN via IVR
 - Secure Call Flow and Secure Data Action
 - [Lab] Secure Data Action (UPDATE_DEBIT_CARD_PIN_SECURE)
 - [Lab] Architect Call Flow with Secure Call and Secure Data Action
 - [Lab] Callback Schedule from the website - Live business use case
 - Web Chat
 - [Lab] Configure Web Chat in Production Website
 - Generative AI (Gen AI) and GENesys AI
 - Web Messaging
 - [Lab] Build a Gen AI Chat Bot (Digital Bot Flow) and integrate it with the Website
 - Understanding Intents, Utterances and Slots
 - [Lab] Inbound Message Architect Flow, Web Messenger, Deployment
 - [Lab] Deployment of Messenger Java Script on Website
 - [Lab] Natural Language Understanding (NLU) and AI Business Logic in Digital Bot Flow
 - [Lab] Knowledgebase Articles for Natural Language Understanding (NLU)
 - [Lab] Fine Tuning Genesys AI Digital Bot Flow
 - [Lab] Message Routing Based on Agent's Presence (No Queuing)
 - [Lab] Genesys Dialog Engine Bot Flow (Voice Bot)
 - [Lab] Getting Started with Google Dialogflow
 - [Lab] Setup Free Google Cloud Platform (GCP) Account
 - [Lab] Create a Project in Google Cloud and Enable Dialogflow API
 - [Lab] Build a Basic Google Dialog Flow CX Bot
 - [Lab] Obtain the Google Dialogflow CX Service Account
 - [Lab] Integrate Google Dialog Flow with Genesys
 - Getting Started with Amazon Lex
 - [Lab] Build a Basic Amazon Lex Bot
 - [Lab] IAM Role and ARN for Amazon Lex Bot
 - [Lab] Integrate Amazon Lex bot with Genesys
 - Predictive Engagement
 - [Lab] Build a Predictive Engagement Solution that Offers Messages to Customers when Visiting the Services Page of a Bank Website (Inbound Message Flow, Messenger Config and Deployment, Global Settings, Tracking Code, Live Now Tracking, Segment, Action Map)
 - [Lab] Configure an Inbound Email Flow
 - [Lab] Configure Email in Genesys
 - [Lab] Survey Invite
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- Supervisor Tools
 - [Lab] Supervisor Role and Interaction Details
 - [Lab] Building a Complete Performance Dashboard
 - Alert Management
 - [Lab] Custom Alert to Monitor Hold Duration Exceeds 10 Seconds
 - [Lab] Agent Activation
 - Monitoring In-Progress Interactions
 - [Lab] Self-Activation / Deactivation of Queue by Agent
 - Quality Management (QM)
 - Call Recording
 - [Lab] Enable Call Recording in Trunk Level
 - [Lab] Call Recording Policies
 - Evaluation Forms
 - [Lab] Create Evaluation Form
 - [Lab] Assign Evaluation Form Per Interaction
 - [Lab] Assign Evaluation Form with Policy
 - Basics of Workforce Management (WFM)
 - Outbound Dialing
 - [Lab] Creating an Outbound Campaign
 - List Management (Contact List, Contact Filter, DNC List, Attempt Control)
 - Contactable Time Sets
 - Rule Management
 - Create Wrap-up codes for Outbound
 - Create a Queue for Outbound
 - Wrap-up Code Mappings
 - Outbound Settings
 - Campaign Management
 - Entra ID (Azure Active Directory/ Azure AD)
 - [Lab] Reviewing Default Azure AD Directory Options
 - [Lab] Map Custom Domain in Azure AD
 - Single Sign-On (SSO)
 - [Lab] Entra ID (Azure AD) Single Sign-On in Genesys Cloud CX 995
 - [Lab] Sync Azure Entra ID Users to Genesys Cloud CX - System for Cross-domain Identity Management (SCIM) 1010
 - Create OAuth Credentials
 - Generate OAuth API Access Token
 - Azure Enterprise Application Configuration
 - Troubleshooting Genesys Cloud CX
 - How do you troubleshoot a Cloud (SaaS) Product?
 - AJ's Troubleshooting Methodology
 - Common operational issues within Genesys (Login issues, End-user issues, Telephony issues, Routing and Queuing issues, Architect Troubleshooting, Debug, Participant Data, Execution History, Script issues, and other permission-related issues)
 - Interview Prep, Job Market, Resume, LinkedIn marketing
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