



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Engage cloud Training Basics

Business user 101

---

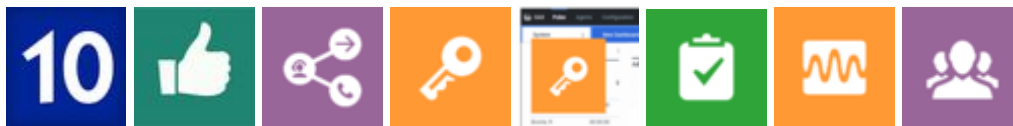
## Contents

- 1 Business user 101
  - 1.1 First 10
  - 1.2 Most popular
  - 1.3 Learning by app
  - 1.4 Contact us

# Business user 101



Just getting started with Pure Engage Cloud? Let's start with what most business users do daily. Feel free to work through the **First 10**, try some of the **Most popular** tasks, or browse **Learning by app** to find specific tasks you want to learn.



## First 10



Learn these ten tasks to get you up to speed.

1. [Introduction to Genesys Designer](#) (+video) (login required)
2. [Getting started with the Quick Start Guide](#) (login required)
3. [Using Blocks in an Application](#) (login required)
4. [Understand skills and skills-based routing](#)
5. [Understand, create, and upload audio resources: text-to-speech and audio files](#) (login required)
6. [Work with business controls, like emergency flags, business hours, special days, and data tables](#) (login required)

7. [Monitor contact center performance through Workforce Management](#)
8. [Monitor contact center performance using real-time reporting](#)
9. [Generate historical reports \(+video\)](#)
10. [Generate IVR \(GVP\) reports](#)

## Most popular



Business Users rely on these topics most often.

1. [Getting started with the Quick Start Guide](#) (login required)
2. [Creating an Application](#) (login required)
3. [Assigning a phone number to an Application and enabling the Application](#) (login required)
4. [Working with business controls, like emergency flags, business hours, special days, and data tables](#) (login required)
5. [Understand, creating, and uploading audio resources \(text-to-speech and audio files\)](#) (login required)
6. [Monitoring the contact center performance through real-time reporting](#)
7. [Add a report widget to a dashboard](#)
8. [Generate historical reports/quick tour \(+video\)](#)
9. [Read historical reports \(understanding what is happening in my contact center\)](#)
10. [Generate and read IVR \(GVP\) reports](#)

## Learning by app

Here's a more complete list of learning topics to get you started, organized by application.

### Designer



- [Introduction to Genesys Designer](#) (+video) (login required)
- [Get started with the Quick Start Guide](#) (login required)
- [Create an Application](#) (login required)
- [Use Blocks in an Application](#) (login required)
- [Assign a phone number to an Application and enabling the Application](#) (login required)
- [Understand, create, and upload audio resources \(text-to-speech and audio files\)](#) (login required)
- [Introduction to business controls \(formerly operations management\)](#) (login required)
- [Creating and modifying emergency flags](#) (login required), [business hours](#) (login required), and [special days](#) (login required)
- [Create and modify data tables](#) (login required)

## Platform Administration



You perform general platform administration tasks within the Platform Administration application.

- [Get started](#)
- [Provision your contact center](#)
- [Understand skills and skills-based routing](#)
- [Understand teams/agent groups](#)

## Real-time Reporting



You track what's happening at your contact center in real-time using the Genesys Pulse tab within the Platform Administration application.

- [Monitor the contact center performance through real-time reporting](#)
- [Understand real-time reports](#)
- [Add a report widget to a dashboard](#)
- [Understand and choose a widget type](#)
- [Display external content \(IFRAME\)](#)

## Historical Reporting



You access historical reports within the Reporting application that leverages Genesys Interactive Insights.

- Get started
  - [Log in and access reports](#)
  - [Navigate Genesys Interactive Insights](#)
  - [Generate historical reports/quick tour](#) (+video)
  - [Export and save reports](#)
  - [Read historical reports \(understand what is happening in my contact center\)](#)
- Learn what historical reports are available:
  - **Business Edition**: the most popular reports, tailored to cloud users
  - **Agents**: reports about monitored agents
  - **Business Results**: reports about business results, customer segment, service type, and/or service subtype business attributes
  - **Callback**: reports about callback usage, including success rates, scheduling, and wait times
  - **Details**: reports about agent-summarized states and login details, interaction-handling attempts, and interaction flows
  - **Outbound Contact**: reports about outbound campaigns, including summaries of campaign activity, campaign callbacks, and contact list performance
  - **Queues**: reports about interaction flows routed through an ACD queue, virtual-queue, interaction queue, workbin, and queue-group objects
- [Customize reports](#)

## IVR Administration



You access IVR (Interactive Voice Response) reports and set filters through the IVR Administration application.

- [Generate and read IVR \(GVP\) reports](#)
- Introduction to filtering data in reports:

- [Call Browser](#)
- [Dashboard](#)
- [Operational](#)
- [Value-added Reporting \(VAR\)](#)

## Workforce Management



You can monitor your contact center workforce using the Workforce Management application.

- [Monitor contact center performance](#)

## Contact us

If you have questions about any of the tasks, or would like to see additional tasks, send an email to [Technical Publications Administrator](#).