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Genesys Engage cloud Training Basics

Executive 101

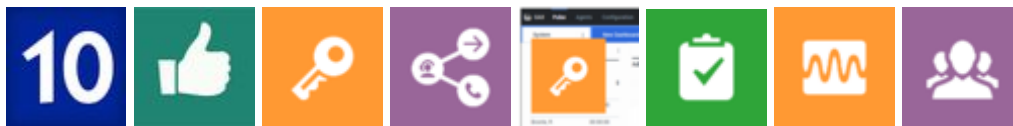
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Executive 101



Just getting started with Pure Engage Cloud? Let's start with what an executive might need to know. 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

10

Learn these tasks to get you up to speed.

1. **Understand skills and skills-based routing**
2. **Understand teams/agent groups**
3. **Get started for Administrators**
4. **Use your virtual contact center**
5. **Introduction to Genesys Designer to implement self-service and assisted-service routing (+video) (login required)**
6. **Monitoring the contact center performance through real-time reporting**

7. [Generate historical reports/quick tour \(+video\)](#)
8. [Read historical reports \(understanding what is happening in my contact center\)](#)
9. [Generate and read IVR \(GVP\) reports](#)

Most popular



Executives rely on these topics most often.

1. [Get started for Administrators](#)
2. [Understand skills and skills-based routing](#)
3. [Introduction to Genesys Designer to implement self-service and assisted-service routing \(+video\) \(login required\)](#)
4. [Read historical reports \(understanding what is happening in my contact center\)](#)

Learning by app

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

Platform Administration



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

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

Designer



- [Introduction to Genesys Designer to implement self-service and assisted service routing](#) (+video) (login required)

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](#)

Historical Reporting



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

- [Read historical reports \(understanding what is happening in my contact center\)](#)

IVR Administration



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

- [Generate and read IVR \(GVP\) reports](#)

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](#).