

Upcoming... 15/April/2024

# Cloud Contact Center Training

by AJ Labs



## Genesys Cloud CX

- DC & Software Architecture
- Licensing
- Collaborate & Communicate
- Voice Models, Telephony
- Genesys Cloud Trunks
- Sites, Locations
- Number Plan, Rules
- Genesys Cloud CX Architect
- Adv. Call Flow Design
- Testing & Debugging
- Integrations & Bots



## Amazon Connect

- Architecture
- Pricing Model
- Deploy Amazon Connect in AWS
- Telephony Configurations
- Routing Profiles
- Contact Flows
- Recording & Monitoring
- Amazon Polly
- Building Chatbot
- Amazon Lex
- Integrations



## Webex Contact Center

- Webex CC Cloud Architecture
- Webex Calling Architecture
- Webex CC Licensing
- Queues, Call Routing Strategies
- WebEx Connect
- Digital Channels
- Email, SMS,
- WebChat, Chat Bots
- Reports and Dashboards
- Integrations

### Training Schedule

- Start: 15/April/2024
- Mon to Friday 08:00 AM – 10:00 AM IST
- Fee: INR 25,960/-

### Features:

- Remote real-time lab access
- 80% Practical, 20% Theory
- Enterprise-level expert real-time trainer
- Assessments and brainstorming
- Post training community support

### Requirements

- Laptop / PC with Administrator Access (Personal laptop preferred, you should be able to install some software)
- Note: Ryzen Processor not supported (applicable only for live class)
- Basic knowledge of IP Telephony

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