Overview:
Genesys Callback Administration 8.5 is designed to briefly review concepts students learned about in the Genesys Callback (GCB) Foundation Course and focuses on the deployment and configuration of Genesys Callback.

Availability:

<table>
<thead>
<tr>
<th>Method</th>
<th>Instructor-Led</th>
<th>Virtual Instructor-Led</th>
<th>Self Study</th>
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</thead>
<tbody>
<tr>
<td>Duration</td>
<td>3 Day(s)</td>
<td>3 Day(s)</td>
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<tr>
<td>Access</td>
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<td>Pricing</td>
<td>24 TUs</td>
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<td>21 TUs</td>
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Course Objectives:
After completing this course you will be able to:
- Describe the architecture and concepts of Genesys Callback.
- Deploy and configure Cassandra for Genesys Mobile Services (GMS).
- Install and Configure GMS in a single node environment.
- Plan and deploy GMS for multi-node and multi-site deployments.
- Create and configure services.
- Test various callback scenarios.
- Configure GMS logs.
- Describe the Genesys provided client samples.

Target Audience:
Genesys Callback Administration 8.5 is intended for system administrators who would like to learn the configuration and deployment of Genesys Callback.

Software Version:
This course uses Genesys version 8.5.x.

Course Prerequisites:
Courses Required:
- Framework, Routing, and Reporting Foundation 8.5 (FRR85-FND), Framework, Routing, and Reporting Operation 8.5 (FRR85-OPT), and Framework, Routing and Reporting Administration 8.5 (FRR85-ADM).
- Genesys Callback Foundation 8.5.

Skills Required:
- Knowledge of Framework, Orchestration Platform, SIP Server, and GVP/Media Server.
- Familiarity with the concepts of Genesys Outbound Contact Center is suggested.
- Familiarity with the concepts covered in eServices Foundation 8.x is suggested, but not required.