Overview:
Genesys Callback Foundation 8.5 is designed to introduce Genesys Callback, as well as give students the skills needed to ensure proper daily operations of Genesys Callback after a successful deployment.

Availability:

<table>
<thead>
<tr>
<th>Method</th>
<th>Instructor-Led</th>
<th>Virtual Instructor-Led</th>
<th>Self Study</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration</td>
<td>1 Day(s)</td>
<td>1 Day(s)</td>
<td>30 Days Access</td>
</tr>
<tr>
<td>Pricing</td>
<td>8 TUs</td>
<td>8 TUs</td>
<td>7 TUs</td>
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Course Objectives:
After completing this course, a student will be able to:
- Describe the features and functionality of Genesys Callback
- List the components of the Callback architecture
- Describe the concept of built-in and ORS-based services and how they work to provide Genesys Mobile Services (GMS) functionality at a high level
- Describe the concepts of basic callback routing, queuing, and interaction handling
- Create and manage Genesys callback functionality using the the Genesys Callback Management user interface
- Handle and schedule callbacks using Workspace Desktop Edition
- Run real-time and historical reports for Genesys Callback

Target Audience:
Genesys Callback Foundation 8.5 is intended for anyone involved in the daily use and management of Genesys Callback. It is also required as a pre-requisite for students that require specific training about the installation and configuration of Genesys Callback, which are covered in the Genesys Callback Administration 8.5 class.

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)

Recommended:
- Framework, Routing, and Reporting Administration 8.6 (FRR85-ADM) - suggested but not required

Skills Required:
- Familiarity with Genesys Framework and basic Call Center telephony concepts

Skills Recommended:
- Familiarity with the concepts of Genesys Outbound Contact Center
- Familiarity with the concepts covered in eServices Foundation 8.x