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Genesys Engage cloud Training Basics

Business user 101

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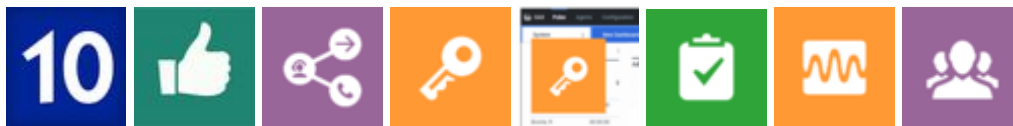
Contents

- 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](#).