

Verint Education Services
Engagement Management Professional
Training Catalog



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Introducing VERINT Education Services

VERINT Education Services offer comprehensive training for the Engagement Management Professional product (previously known as LAGAN Enterprise). With over 20 years' experience delivering learning solutions and transferring knowledge to our clients worldwide, we are in a unique position to offer guidance and advice on building a training program that best suits your distinct training requirements. Our classes are highly interactive, they include real life scenarios which allow students to complete tasks that they will be responsible for in the workplace. Training is delivered by highly professional instructors with many years' experience in the VERINT products. In addition to our generic courses we also customize training content and delivery style to suit your needs, whether it is formal training, group workshops, or individual coaching. VERINT's approach to education is flexible and will increase your return on investment in training, both financially and with the knowledge and skill levels acquired by delegates.



Employee Desktop Web

Prerequisites

Computer literate with an understanding of your business processes

Audience

End-Users (Contact Center Agents and Supervisors); Business Analysts; Report Writers, Support Engineers; In-House Trainers

Objectives

The course provides a high degree of hands-on, intensive training on the web version of the Employee Desktop for contact center agents and supervisors. This is an example-driven course; we are happy to incorporate your own examples, providing they have been discussed with the trainer beforehand and sufficient time has been allocated for the course customization.

Duration

Instructor-led training: 1 day

Content

The course comprises of the following modules:

- Introducing Employee Desktop
- Logging Interactions
- Creating Inquiries and Cases
- Setting the Interaction Client
- New Customers
- Script Flow
- Interaction Context
- Case Handling
- Providing Case Progress Reports
- Updating Cases
- Exporting and Linking Cases
- Managing Customer Records
- Creating Letters
- Working with Emails
- Enhanced Case Notifications

The course is supplemented with demonstrations and examples and provides the student with extensive hands-on product experience.



Business Configuration

Prerequisites

- Employee Desktop Web
- General IT and business skills

Audience

Business Analysts, Support Engineers, Technical Configurators, System Integrators

Objectives

The course focuses on developing the skills necessary to configure and maintain Engagement Management using the Configuration Studio. It provides a high degree of intensive, hands-on product experience.

Duration

Instructor-led training: 2 days

Content

The course comprises of the following modules:

- Introducing Engagement Management for Government
- Configuring User Accounts & Privileges
- Defining Work Queues
- Creating Classifications
- Configuring Cases Attributes
- Tasks and Escalation Rules
- Client Notifications
- Correspondence
- Case Study



Script Flow

Prerequisites

- Business Configuration

Audience

Business Analysts; Support Engineers

Objectives

This course illustrates how to design and develop script flows that will provide instruction to agents when handling customer interactions.

Duration

Instructor-led training: 2 days

Content

The course comprises of the following modules:

- Introduction to Script Flow
- Designing and Building a Script Flow
- Navigating the design screen
- Submitting & Saving a Script Flow
- Testing a Script Flow
- Script Flow Nodes
- Adding and Linking Script Flow Nodes
- Associating a Script Flow with an event
- Running a Script Flow within the Employee Desktop Web
- Case Study

eForms

Prerequisites

- Business Configuration
- Knowledge of XML is beneficial

Audience

Business Analysts; Technical Configurators; System Integrators; Support Engineers

Objectives

The course provides delegates with the skills and knowledge to build eForms and implement complex functionality such as branching, disable rules and string arithmetic.

Duration

Instructor-led training: 2 days

Content

The course comprises of the following modules:

- Introducing the eForm Builder
- Adding Page Elements
- Adding Logic to eForms
- eForm Buttons and Actions
- Advanced Field Elements
- Associating an eForm with a Process Definition and Auto Population
- eForm Design Guidelines
- Connect2Tell Web (Optional)
- Veiled text fields
- Partial save
- Hide Rules
- Case Study



Online Forms

Prerequisites

- Business Configuration

Audience

Business Analysts; Technical Configurators;

Objectives

The Online Forms application is part of the Digital First solution offered by Verint. It provides the capability to rapidly develop and deploy custom web based and in application forms. Content and forms can be served using the Portal capability of the Digital First solution. This provides a Digital Engagement Platform accessible to citizens over the web in self-service and CSC agent-assisted modes. During this workshop we will illustrate how to build a form and explore the features available within the tool. The topics that will be covered are:

Duration

Instructor-led training: 1 day

Content

The course comprises of the following modules:

- Introduction to Online Forms
- Creating a simple form
- Changing the form structure
- Adding form elements
- Changing the form style
- Buttons and Actions
- Setting Validation
- Completing the Form
- Process Definitions and Auto-population

The course is supplemented with demonstrations and examples and provides the student with extensive hands-on product experience.



Advanced Online Forms

Prerequisites

- Verint Online Forms
- Familiarity with SOAP Web Services
- Basic knowledge of XPath and XSLT
- Basic knowledge of HTML and JavaScript

Audience

Technical Configurators

Objectives

Within this course we explore the technical aspects of Online Forms and the Online Forms Adapter. You will learn how to extend the functionality of Online Forms using Web Services, JavaScript, Database Calls, how to configure localization and the migration features available within the tool.

Duration

Instructor-led training: 2 days

Content

The course comprises of the following modules:

- Introduction to the Online Form Adapter
- Event Mapping and Services
- Using 3rd Party Web Services
- FLWeb (GEM) Web Services
- Web Services and Online Form Maps
- Sending Rich Email from Forms
- Implementing Database SQL Calls
- Responding to actions using JavaScript
- Expanding actions using JavaScript
- Localization
- Uploading and downloading content
- Migration across systems

The course is supplemented with demonstrations and examples and provides the student with extensive hands-on product experience.

Process Management

Prerequisites

- Knowledge of XML, XSL and XPATH
- Knowledge of Web Services
- Knowledge of SQL
- Experience using Engagement Management Professional

Audience

Technical configurators, System Integrators, Support Engineers

Objectives

This hands-on course provides delegates with an introduction to the Process Management tool from Verint. They will learn its use cases and how to create, test and implement a new process using the PMGT interface. They will also learn how to handle incoming data as well as schedule data ingestion using the WOLF ingestion tool. They will also learn how to build and test their own REST services in Process Management.

Duration

Instructor-led training: 2 days

Content

The course comprises of the following modules:

- Process Management Overview
- Use Cases
- Process Management UI
- Building a basic process
- Using the test suite
- Handling events
- Processing data using routing rules
- Ingesting data
- RESTful configuration
- Export to file configuration
- Scheduling

The course is supplemented with demonstrations and examples and provides the student with extensive hands-on product experience.



Web Services

Prerequisites

- Understanding of XML/XSLT
- Employee Desktop Web
- eForms

Audience

System Integrators; Support Engineers

Objectives

This hands-on course provides delegates with an introduction to web services and an in-depth explanation of the available web services. They'll learn how to use the WSDL to create web service calls as well as how to generate, test, and diagnose problems with web service calls using tools such as SoapUI and TCPTrace. The second day will involve a case study where delegates will work at their own pace, to construct exemplar web pages that enable customers to create a Self Service account, request a bulky waste collection, report a pothole, and track the progress of an outstanding case.

Duration

Instructor-led training: 2 days

Content

The course comprises of the following modules:

- Introduction to Engagement Management Web Services and WDSL
- Implementing Security
- SoapUI and eForms
- Managing Returning Data
- Tracking Utility
- Debugging



Event Publisher

Prerequisites

- Web Services
- Understanding of XML

Audience

System Integrators; Support Engineers

Objectives

This hands-on course provides delegates with the skills and knowledge to configure the new integration offering in Engagement Management for Government that of outputting case data through Event Publisher.

Duration

Instructor-led training: 1 day

Content

The course comprises of the following modules:

- An Introduction to Integration Events
- Configuring Event Publisher within Engagement Management
- A Middleware Example
- Debugging

Security

This course can be delivered as an **Instructor Led Training** course or as **supported eLearning** - please ask for more details

Prerequisites

- Employee Desktop Web
- Business Configuration

Audience

Technical Configurators; Support Engineers

Business Analysts; Technical Configurators; Support Engineers

Objectives

The course examines the security architecture and features including how to assign permissions to a user and/or groups of users, how to restrict access to specific data, and how to define which case classifications are available to a user and/or group of users. Delegates will define permissions/privileges for groups of users, configure what data will be displayed within the Search, Contact History, Case Search, and Current Details screens, as well as define which classifications will be presented to a user / group of users when creating a case.

Duration

Instructor-led training: 1 day

Content

The course comprises of the following modules:

- Engagement Management Security – An Overview
- Authorization Mechanisms
- Functional Security
- Create Case Security
- Field Security
- Data Access Security
- Authentication Mechanisms

Maintenance and Support

This course can be delivered as an **Instructor Led Training** course or as **supported eLearning** - please ask for more details

Prerequisites

- Business Configuration OR experience of Engagement Management in the work place
- General IT skills

Audience

Support Engineers and those responsible for maintaining the Engagement Management system

Objectives

The course aims to provide delegates with the skills and knowledge to support and maintain the Engagement Management system.

Duration

Instructor-led training: 1 day

Content

The course comprises of the following modules:

- Engagement Management Architecture
- Exploring the home directory
- Properties Files
- Logging
- Menu & Standard Toolbar
- Exporting and Importing Data
- Auditing
- Business Calendars
- Archiving and Purging Data
- Contacting Verint Support



Reporting Schema

This course can be delivered as an **Instructor Led Training** course or as **supported eLearning** - please ask for more details

Prerequisites

- Employee Desktop Web OR experience of Engagement Management in the work place
- Strong SQL skills that includes experience of writing complex SELECT statements that include aggregate functions, inner and outer joins, (correlated) sub queries, and GROUP BY clauses

Audience

Report Writers; Support Engineers; Technical Configurators

Objectives

This hands-on course explores the Reporting Schema and how to use this to produce operational and strategic reports. Delegates will, by the end of the day, have built up a library of reports including reports that illustrate case queue volumes, case handling times, user workloads, interaction volumes per party, interaction volumes per channel, etc; these can then be deployed, if appropriate, within their organization.

Duration

Instructor-led training: 1 day

Content

The course comprises of the following modules:

- Reporting Architecture
- Report Building Process
- Reporting on Forms and eForms
- Other Tables

The course is supplemented with demonstrations and provides the student with extensive hands-on experience.



Business Intelligence: Fundamentals

Prerequisites

Employee Desktop Web OR experience of Engagement Management in the workplace

Audience

Business Analysts; Support Engineers, Report Writers

Objectives

The course explores our Business Intelligence (BI) offering including how to run the template reports provided with the solution and how to design and author ad hoc reports using the Report Builder interface.

Duration

Instructor-led training: 1 day

Content

The course comprises of the following modules:

- BI Components
- Introducing the Report Manager
- Report Delivery
- Authoring Ad Hoc Reports
- Navigating the Report Builder
- Creating tabular, matrix and chart reports
- Applying Filters
- Grouping and Sorting Data
- Creating Reports with Parameters
- Reporting Tools Compared
- Linked Reports

Business Intelligence: Advanced

Prerequisites

- Employee Desktop Web OR experience of Engagement Management in the Workplace
- Business Intelligence: Fundamentals (recommended but not essential)
- Strong SQL skills that includes experience of writing complex SELECT statements that contain aggregate functions, inner and outer joins, (correlated) sub queries, GROUP BY clauses, and the UNION command
- Previous experience of report development including requirements capture and design

Audience

Report Writers; Technical Configurators; Support Engineers

Objectives

The course enhances the knowledge and skills acquired from the course, Business Intelligence I: Fundamentals of Report Design. It explores the BI architecture, the reporting schema, and the Report Designer interface. Delegates will use the reporting schema to write SQL queries to retrieve specific data from the database. They will then be introduced to the Report Designer interface in which they can design the actual layout of the report and include functionality such parameters, drill-down, and drill-through. They'll then explore the various delivery options and examine how security can be applied to the report. The course also illustrates how to write reports that include eForm and/or case form data.

Duration

Instructor-led training: 3 days

Content

The course comprises of the following modules:

- Intelligence Architecture and Online Documentation
- Writing the Report SQL
- Report Lifecycle
- Authoring Reports
- Deploying and Delivering Reports
- Securing Reports

**About Verint Systems Inc.**

Verint® (Nasdaq: VRNT) is a global leader in Actionable Intelligence® solutions with a focus on customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in 180 countries—including over 80 percent of the Fortune 100—count on intelligence from Verint solutions to make more informed, effective and timely decisions. Learn more about how we're creating A Smarter World with Actionable Intelligence® at www.verint.com.