



Genesys Contact Center Administration and Troubleshooting Training Course

10 – 14 May 2027
Kuala Lumpur

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Overview

Genesys Contact Center Administration and Troubleshooting Training Course is a five-day intermediate course for platform administrators, contact center engineers, system administrators, integration engineers, and support teams who leave with a Genesys Operations and Support Runbook. Participants connect platform architecture, service configuration, integrations, monitoring, log evidence, incident diagnosis, performance, and recovery into a controlled operating workflow. Agile Leaders Training Center develops practical Genesys platform administration and troubleshooting capability.

Who Should Attend

- Platform administration functions responsible for Genesys configuration and service control
- Contact center engineering functions responsible for technical availability and call-flow dependencies
- Telephony engineering functions responsible for connectivity and media-path coordination
- Integration engineering functions responsible for interfaces, APIs, and enterprise dependencies
- Technical support functions responsible for monitoring, incident diagnosis, and service recovery

The course assumes participants can navigate enterprise systems, interpret service dependencies, and follow incident procedures, and leaves out agent coaching, customer experience strategy, sales operations, and vendor certification preparation.

Departments and Industries

The course supports departments and industries that operate Genesys-based contact center services.

- Banking contact center technology operations
- Telecommunications service and platform engineering
- Healthcare customer service infrastructure
- Utility customer operations technology
- Managed technical support services

Learning Objectives

By the end of this course, participants will be able to:



- Analyze Genesys architecture and service dependencies
- Apply controlled configuration and service management
- Use integration maps and interface evidence
- Diagnose incidents through monitoring and logs
- Evaluate performance, stability, and recovery actions
- Build a Genesys Operations and Support Runbook

Course Agenda

Day 1: Map the Genesys Environment

- Genesys Platform Component Architecture Map
- Contact Center Service Dependency Diagram
- Environment and Access Inventory Template
- Configuration Object Relationship Model
- Operational Ownership and Escalation Matrix

Day 2: Control Configuration and Services

- Configuration Change Control Workflow
- Platform Service Start and Stop Procedure
- Service Account and Permission Review Checklist
- Routing and Telephony Dependency Register
- Configuration Baseline and Recovery Record

Day 3: Manage Enterprise Integrations

- Genesys Integration Interface Catalogue
- API Authentication and Connectivity Checklist
- CRM Data Exchange Sequence Map
- Telephony Connector Validation Method
- Integration Error and Dependency Log

Day 4: Monitor and Troubleshoot Operations

- Platform Health Monitoring Dashboard
- Genesys Log Collection and Correlation Method
- Incident Symptom and Root-Cause Matrix
- Performance Baseline and Capacity Review
- Service Recovery and Verification Checklist



Day 5: Practice Incident Recovery

- Exercise: Validate Architecture and Dependencies
- Exercise: Trace a Configuration Change Failure
- Exercise: Diagnose an Integration Incident
- Exercise: Restore and Verify Platform Services
- Capstone: Genesys Operations and Support Runbook

Practical Exercises

The course uses suggested activities based on banking, telecommunications, healthcare, utilities, and managed-service environments.

- Suggested activity: map platform components, service dependencies, access, ownership, and escalation routes.
- Suggested activity: assess a configuration change and create a controlled recovery record.
- Suggested activity: correlate integration symptoms, connectivity checks, and log evidence to isolate an incident.
- Suggested activity: assemble monitoring, diagnosis, recovery, verification, and escalation steps into a support runbook.

FAQs

Who suits Genesys administration and troubleshooting training, and what does it assume?

Platform, contact center, telephony, integration, system administration, and technical support functions suit the training; it assumes experience navigating enterprise systems and following incident procedures.

How does Genesys administration and troubleshooting differ from contact center management training?

Genesys administration and troubleshooting focuses on platform services, configurations, integrations, monitoring, logs, incidents, and recovery, while contact center management training focuses on people, service levels, customer interactions, and operational performance.

How should Genesys administrators investigate a platform incident?

Genesys administrators should define the symptom, establish scope, inspect service dependencies, preserve timestamps, correlate monitoring and logs, test integration paths, assess recent changes, record hypotheses, and verify recovery.



What evidence supports Genesys integration troubleshooting?

Integration troubleshooting uses interface maps, authentication status, endpoint connectivity, request and response records, timestamps, platform logs, error codes, data-flow sequences, dependency health, and change history.

How should a Genesys support runbook organize recovery steps?

A Genesys support runbook should organize triggers, ownership, diagnostic evidence, decision points, safe recovery actions, verification checks, escalation paths, communications, and records required after restoration.

Conclusion

Participants take back a Genesys Operations and Support Runbook linking architecture, configurations, services, integrations, monitoring, logs, diagnosis, recovery, verification, and escalation. It changes isolated technical responses into a controlled support workflow. The runbook supports coordinated action across platform, contact center, telephony, integration, and technical support functions.