Interaction Center Certified Engineer (ICCE) Training – Part 1

Intended Students
This is a technical class, and is recommended for those person(s) in the role of:
• Customer Interaction Center Implementer: Performs implementation and support of the system, troubleshooting installation and initial configuration.

Course Overview
Course Duration: 5 days (8:30am – 5:00pm)

This is the first course in the series to obtain the Interaction Center Certified Engineer (ICCE) certification. Upon successful completion of this course, and the Interaction Center Certified Engineer (ICCE) Bootcamp – Part 2 class, students will achieve the ICCE certification.

This course in the series provides the student with the knowledge and skills necessary to implement and support the Interaction Center Platform®. The student will learn the architecture of Customer Interaction Center™ (CIC) and apply that knowledge to the implementation of an Interaction Center Platform system. Students will learn basic server installation and perform administrative tasks through a combination of instructor-led lectures, hands-on labs and interactive labs.

• This is a technical class with exposure to Microsoft Windows 2008 and various networking concepts; therefore, all students must have prerequisite knowledge/experience in the areas outlined in the Course Prerequisites section of this document.

• Students will be required to demonstrate successful completion of course objectives by passing a written and a practical examination.

Please note: Students who fail who miss a significant portion of the class, or who do not obtain a passing score on the exams will not be promoted to the next level in the class.

Course Objectives
This course will prepare the students to perform the following tasks:
• Describe Pre-Installation tasks
• Apply licenses
• Install and configure Interaction Center components
• Configure and provision a managed phone
• Perform basic functionality tests on a CIC server
• Configure CIC security
• Customize Inbound call flows using Interaction Attendant®
• Perform basic CIC administrative tasks including:
o Configuring lines
o Performing system configuration in Interaction Administrator®
o Performing user, workgroup & roles configuration in Interaction Administrator

Course Prerequisites
Interactive Intelligence, Inc. (Interactive) training is available to Resellers, Partners, and Customers, both direct and indirect. Interactive prospective customers must have a signed non-disclosure agreement on file before registering for class.
This is a technical class with exposure to Microsoft Windows 2008 and various networking concepts; therefore, all students must have knowledge/experience in the following areas:
• Windows Server Environment
• IP Networks – network management, routing, switching
• Basic knowledge of VoIP, telecommunications, and VoIP protocol
To further maximize the student's potential for successful course completion, each student is also expected to:
• Be fluent in spoken and written English language.
• Have been designated as an installer and/or administrator of Customer Interaction Center.
• Have some experience with Microsoft SQL Server and Crystal Reports, or other report generation software.
• Have experience with Microsoft Exchange Server or other MAPI compliant e-mail product.

Please note: The course materials, lab materials, and lectures are delivered in English. In order to benefit from the instruction, all students must be fluent in the English language.

Price: $3,300.00

*Please contact G3 Technology Partners for dates, availability and location.