

Interaction Center Certified Engineer (ICCE) Training – Part 2

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 Interaction Center system.

Course Overview

Course Duration: 5 days (Monday – Thursday 8:30 am – 10:00 pm, Friday 8:30 am – 8:00 pm)

This is the second 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) Training – Part 1 class, students will achieve the ICCE certification.

This course in the series provides the student with the knowledge and skills necessary to configure and support the Interaction Center Platform®. The student will explore the SIP protocol, and use that knowledge to configure, and troubleshoot an IC system using Interactive Intelligence® components and supported 3rd-party products.

The student will learn how to configure, troubleshoot and support a system through a combination of instructor-led lectures and hands-on labs.

- Insert Students must have completed Interaction Center Certified Engineer (ICCE) Training - Part 1 course before being allowed to register for this course.
- 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.

Please note: Students will be required to demonstrate successful completion of course objectives by passing a written and a practical examination. Students who fail to complete course objectives, who miss a significant portion of the class, or who do not obtain a passing score on the exams will not receive the ICCE certification.

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.

Course Objectives

This course prepares the student to perform the following tasks:

- Customize Interaction Attendant® menus including:
 - o Configuring Skills-based routing
- Configure Custom ACD routing
- Configure SIP components of an IC system:
 - o SIP lines and line groups
 - o Dial Plan and Regionalization
 - o Understand and configure secure SIP (SIP TLS) and secure RTP (SRTP)
 - o ACD routing
- Deploy additional Interactive Intelligence products:
 - o Interaction SIP Proxy™

- o Interaction Gateway™
- Configure deployment scenarios
 - o Deploy IC Switchover
 - o Deploy remote office survivability

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.

To maximize the student's potential for successful course completion and/or certification, each student is expected to:

- Complete Interaction Center Certified Engineer (ICCE) Training - Part 1.
- Have knowledge of Windows domain environments, IP Networks and telecommunications systems.
- 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 SQL Server.
- Have Experience with Microsoft Exchange Server or other MAPI compliant email product.

Price: \$6,600.00

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