



Education Services



Interactive Intelligence
Deliberately Innovative

Current Certification Programs and Requirements

<i>For this certification:</i>	<i>You must successfully complete:</i>
Interaction Center Certified Engineer (ICCE)	1) 3rd Party Certification or ININ Networking pre-test * 2) CIC Installation & Configuration 3) VoIP Deployment Bootcamp for CIC or VoIP Deployment for CIC (8-day)
Interaction Center VoIP Professional (ICVP)	1) 3rd Party Certification or ININ Networking pre-test * 2) Interaction Center VoIP Professional Bootcamp or Interaction Center VoIP Professional (8-day)
Messaging Interaction Center Certified Engineer (MICCE)	1) 3rd Party Certification or ININ Networking pre-test * 2) MIC Installation & Configuration ---OR--- 1) ICCE 2) MIC for IC Certified Engineers
Interaction Dialer Certified Engineer (IDCE)	1) ICCE (for partners) or ICVP (for customers) 2) Interaction Dialer Installation & Configuration
Interaction Optimizer Certified Engineer - Deployment (IOCE/D)	1) Please refer to: 3.0 Interaction Optimizer Certification Requirements
Interaction Optimizer Certified Engineer - Support (IOCE/S)	2) Optimizer Deployment & Administration
Interaction Center Handler Developer (ICHHD)	1) CIC Handler Development
Interaction Center Certified Professional (ICCP)	1) ICCP Bootcamp

** Accepted 3rd party certifications include:*

- CompTIA Network+*
- Cisco CCNA, CCNP, CCVP, CCIE*
- Microsoft MCSA, MCSE*
- Juniper Networking JNCIA, JNCIS, JNCIE*
- Foundry Networking FNCNE, FNCNP, FNCL4-7E, FNCL4-7P*

Other certifications may be accepted. Please email gsadmin@inin.com with credential verification information.

If you do not have a qualifying certification, you may qualify to enter the program by taking the ININ Networking pre-test.

Visit our web site for current course descriptions and pricing

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