



# Education Services



Interactive Intelligence  
Deliberately Innovative

What classes do you need in order to update or complete your Interactive Intelligence certification to 3.0?

| If your current certification status is:   | Then you must successfully complete:  |
|--|---|
| I am currently 2.4 ICCE certified.   | There is no 3.0 certification upgrade requirement for engineers who have achieved ICCE certification in CIC/EIC 2.4. We do recommend, however, that you familiarize yourself with the changes to the product by reviewing the 3.0 Release Notes and other documentation.<br><a href="http://www.inin.com/support/ic/30/documentation.asp">http://www.inin.com/support/ic/30/documentation.asp</a> |
| I am not currently certified and need to be certified in 3.0 EIC (ICVP).   | Interaction Center VoIP Professional Bootcamp   |
| I am not currently certified and need to be certified in CIC (ICCE).   | CIC Installation & Configuration<br>VoIP Deployment Bootcamp for CIC  |
| I am a direct customer with CIC or EIC and need to be certified. My CIC/EIC system platform is HMP. (ICVP)                             | Interaction Center VoIP Professional Bootcamp   |
| I am a direct customer with a board-based (Aculab or Dialogic) CIC or EIC system and need to be certified. (ICCP)                      | ICCP Bootcamp   |
| I am certified in a version of CIC prior to 2.4 and need to update my certification to 3.0.  | CIC Installation & Configuration (or test-out)<br>VoIP Deployment Bootcamp for CIC  |
| I am core certified in CIC 2.4 but have not taken the VoIP Bootcamp.   | VoIP Deployment Bootcamp for CIC  |
| I have attended 2.4 IC Installation & Configuration and/or 2.4 IC System Administration but didn't complete my 2.4 core certification. | CIC Installation & Configuration (or test-out)<br>VoIP Deployment Bootcamp for CIC  |
| I am not certified but have completed Fundamentals of VoIP.  | CIC Installation & Configuration<br>VoIP Deployment Bootcamp for CIC (or test-out)  |

Visit our web site for current course descriptions and pricing

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