



Education Services Operational Seminars



Interactive Intelligence
Deliberately Innovative

Contact Center Best Practices

Registration

Seminar Duration: 2 days

Visit our website at <http://education.inin.com> to register.

Seminar Overview

This 2-day seminar provides attendees the knowledge to leverage Interaction Center technology in support of daily operations, as well as short-term and long-term business objectives specific to the contact center environment. During this seminar, instructors will share configuration and administration best practices for core IC products such as Interaction Administrator, Interaction Attendant, Interaction Supervisor and Interaction Client.

Additionally, attendees will have the opportunity to present specific business scenarios for class discussion and feedback. Focus will be placed on Workgroup/Role organization, ACD attribute design, meaningful KPI reporting, and profitability analysis.

Upon completion, attendees will be equipped with models of effective application of IC software to achieve business objectives. These best practices will benefit both the new customer as well as those who are veteran IC users.

So that you can make the most of your networking opportunities, lunch is included. Hours for the seminar are from 9:00 AM – 4 PM.

This seminar is the first in a series of upcoming offerings included in our Unified Business Objectives program.

Intended Students

This is an Operational (non-technical) class. This class is recommended for the person(s) who fills the role of:

- Contact Center Director
- Contact Center Manager/Supervisor
- Contact Center Business Planner/Analyst/Forecaster
- IC System Administrator

Course Objectives

This course will prepare the students to perform the following tasks:

- Organize and configure IC Roles and Workgroups for effective call routing and to decrease queue wait time
- Identify the key areas of Interaction Administrator that apply to business practices
- Have a clear understanding of ACD attributes and how each relates to call routing and reporting
- Be familiar with views available in Interaction Supervisor for more effective monitoring at the agent and workgroup level
- Determine which set of reports display the most meaningful metrics for your organization
- Identify key operators within the Interaction Attendant to create interactive menus and decrease agent handle time
- Develop and organize account codes for profitability reporting
- Identify potential areas of improvement and communicate/document IC changes

Visit our web site for current course descriptions and pricing

education.inin.com

or e-mail education@inin.com



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Course Prerequisites

- Interactive Intelligence requires payment (either via program voucher or credit card) and a signed Partner Agreement or Nondisclosure Agreement on file from the attendee's company before attendance.
- Fluency in spoken and written English is essential as course materials and discussions are presented in the English language.

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