



## Education Services



### Continuing Education Requirements for Partners

In order to ensure that you, our partners, who will be implementing and supporting EIC/CIC/MIC systems and add-ons continue to grow your knowledge with the products, Interactive Intelligence is announcing a program of continuing education requirements for certified engineers. The program will offer a variety of methods by which currently certified engineers can maintain their certifications year after year. The purpose of this program is to ensure that certified engineers continue to update their skills as the products change and grow.

The benefits to our partners:

- Partners will be better informed and more capable of handling advanced support issues
- Partners will be more knowledgeable about new functions and features of the products
- Partners will be aware of add-on products that are available
- Partners will stay up-to-date with what is new in each SU released

The program is defined as follows:

An initial certification (ICCE, ICVP, MICCE) will be valid for 12 months plus the following year. The year after that, the engineer will be required to earn 4 ININ Continuing Education Points per year for continued support access.

- Engineers certified between April 2006 – December 2007 will be required to earn 4 ININ Continuing Education Points per year beginning in 2009.
- Engineers certified between January 2008 – December 2008 will be required to earn 4 ININ Continuing Education Points per year beginning in 2010.
- Engineers certified between January 2009 – December 2009 will be required to earn 4 ININ Continuing Education Points per year beginning in 2011.

Visit our web site for current course descriptions and pricing

[education.inin.com](http://education.inin.com)

or e-mail [education@inin.com](mailto:education@inin.com)

Points are accumulated as follows:

1. One continuing education webinar or on-line training class with test = 1 point  
OR
2. One day of approved instructor-led training = 2 points  
OR
3. An additional ININ certification = 4 points

These options are described below:

## ***1. Continuing Education Webinars***

These include support webinars on advanced topics, education webinars on new features and functionalities, or on-line classes that cover advanced topics or additional products (such as Interaction Director). An on-line test must be taken and passed after each webinar or on-line class for the continuing education credit to be applied. Each webinar and test, or on-line training class and test is worth 1 point.

### **Delivery**

Webinars, on-line classes, and associated tests will be hosted in the on-line Passport on Training Partner at [www.ininuniversity.com](http://www.ininuniversity.com). All continuing education candidates must have a unique login to access the webinars, courses, and tests. Candidates will register via on-line registration through [education.inin.com](http://education.inin.com) to attend the webinars or on-line classes. This will allow us to track candidates' progress.

### **Costs**

For an on-line continuing education package, the suggested costs to the partner organization will be:

\$2100 for the on-line Passport + the following:

\$250 per login (for the first 1-5 engineers)

\$200 per login (for the next 6-10 engineers)

\$150 per login (for the 11<sup>th</sup> and beyond engineers)

***SDF funds may be used to purchase the On-line Continuing Education Package.*** The on-line Passport is a dynamic on-line resource which contains all of the current on-line classes, cbts, and helpful "how-to" Smart-Bytes. The continuing education package includes additional continuing education content and quizzes. Individual log-ins are required for each engineer.

Four webinars or on-line classes would fulfill an engineer's annual requirement for continuing education.



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### ***2. Instructor-led training***

This includes the following instructor-led classes (Current as of Dec. 2008. Classes may be added to this list. Email [education@inin.com](mailto:education@inin.com) for a current list of eligible classes.)

- Advanced Handler Development (4 days)
- CIC Handler Development (5 days)
- IC System Administration (5 days)
- IceLib Concepts (3 days)
- Interaction Attendant Workshop (3 days)
- Interaction EasyScripter Development (2 days)
- Interaction Recorder Essentials (4 days)
- Interaction Scripter Development (2 days)
- Optimizer Deployment & Administration (5 days)

Each day of instruction is worth 2 points. Any one of these classes would fulfill an engineer's continuing education requirement for 1 year.

### ***3. Additional ININ certifications***

This includes the following certifications (Current as of Dec. 2008. Certifications may be added to this list. Email [education@inin.com](mailto:education@inin.com) for a current list of eligible certifications.):

- Interaction Dialer Certified Engineer (IDCE)
- Interaction Optimizer Certified Engineer (IOCE)
- Interaction Center Handler Developer (ICHD)

Each certification is worth 4 points. One new certification would fulfill an engineer's continuing education requirement for 1 year.

**It is the partners' responsibility to check their engineers' certification status and make arrangements with ININ Education for completion of the 4 ININ Continuing Education Points before December 31. If the Continuing Education is not completed by this date, access to ININ Support will be removed for the individual until the Continuing Education requirements are met.**

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