



Education Services

Instructor-Led Operational Course Offering



Interactive Intelligence
Deliberately Innovative

IC Administration for Operations

Class Overview

Course Duration: 5 days (8:30 – 5:00pm)

This course focuses on the development of strategic configurations of users/workgroups/roles to meet profitability objectives. Attendees will be taken through each sub-component of the Interaction Administrator® People Container to explore all configuration options available. The focus will be placed on setting appropriate user permissions to ensure resource availability to specific skill-sets. Students will explore IC's powerful ACD/Skills Based Routing engine, as well as configure Interaction Attendant profiles, schedules, menus, and operations, for both phone and email interaction routing.

Material will also focus on Response Management, Client Configuration, Interaction Supervisor® Monitoring and Reporting.

The last day of class will be devoted to skills assessment in which students configure settings in Interaction Administrator® based on a scenario that applies aspects of all class and lab material.

Intended Students

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

- IC System Administrator
- Project Manager
- Operations Director
- Operations/Sales Manager/Supervisor
- Business Planner/Analyst/Forecaster
- Workforce Management Manager/Analyst

Course Objectives

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

- Become familiar with the Interaction Administrator interface and container structure.
- Identify key configuration elements at the Default User, Role, Workgroup, and User level.
- Understand the configuration options available for ACD/Skills-Based routing, and develop strategies to route interactions to support operational goals.
- Develop effective interaction routing in Interaction Attendant®, including phone and email.
- Leverage functionality of Client templates, Reports, and Response Management resources to meet profitability objectives.

Visit our web site for current course descriptions and pricing

education.inin.com

or e-mail education@inin.com



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Interaction Center System Administration for Operations

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.

Additional Training Opportunities

- Students desiring a better understanding of the Interaction Center Report process should attend the **Interaction Center Reporting** workshop.
- Students desiring additional information on best practices for contact centers should attend the **Contact Center Best Practices** workshop.
- The **Online Passport** is recommended for all partners and customers of Interactive Intelligence.

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

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