



## INTERACTIVE INTELLIGENCE INC.® EDUCATION E-LEARNING OFFERING

# TAPI INSTALLATION & CONFIGURATION FOR THE INTERACTION CENTER PLATFORM

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<b>DURATION:</b>	<b>4-8 HOURS COMPLETION TIME</b>
<b>RETAIL PRICE:</b>	<b>US \$600 FOR 30 DAYS OF ACCESS</b> <i>* SAVE BY PURCHASING THIS CLASS AS PART OF AN E-LEARNING PACKAGE.</i>

## OVERVIEW

This online course provides the knowledge and skills necessary to successfully install and configure a TAPI solution with Interaction Center Platform® 2.x system. Through interactive simulations, students will perform a full Interaction Center 2.x TAPI installation.

Students will achieve maximum benefit by taking the IC 2.x Installation & Troubleshooting course along with this course.

**Note:** This course focuses on TAPI installation and configuration procedures. It does not address IC server administration, configuration, or installation beyond the TAPI installation/configuration procedure.

This course does not cover Cisco hardware or software installation or configuration except at the minimum level necessary to integrate with the Interaction Center product.

## INTENDED AUDIENCE

This is a technical class. This class is recommended for the person that fills the role of:

- **Telephony Expert:** acts as the single-point of contact to your support organization if/when telephony issues arise
- **Implementer:** performs implementation and support of the system, troubleshooting installation and initial configuration issues, including interfacing with legacy systems, telephony services, etc.

## COURSE OBJECTIVES

At the successful conclusion of this course, the student will be able to install and configure an Interaction Center 2.x TAPI system. Course topics include:

- Configuration of the Cisco CallManager and Cisco TSP
- Installation, Configuration and Verification of Interaction Center 2.x TAPI

## PREREQUISITES

**Interactive Intelligence requires payment (either via program voucher or credit card) and a signed Partner Agreement or Non-Disclosure Agreement on file from the student's company before attendance.**

To maximize the student's potential for successful course completion and/or certification, each student is expected to:

- Have a current Intermediate Knowledge\* of the Windows 2000, Windows NT 4.0 or Windows 95/98 interface and familiarity with its terminology.
- Be fluent in the spoken and written English language. \*\*
- Have a 28.8K (minimum) or better connection to the Internet (ISDN 112Kbps or better preferable).
- Have been designated as the Telephony Expert or Implementer for the Interaction Center Platform by your company.

\**Intermediate Knowledge* is defined as: User must be able to use Explorer interface to cut, paste, copy files; add or connect to network shares/drives; add, delete, and modify protocols; and navigate throughout the entire operating system interface without instruction.

\*\* *The on-line course and simulation instructions are presented in the English language. Therefore, in order to fully benefit from the instruction, all students must be fluent in the English language.*

In order to complete the on-line simulation, the following software requirements must be met:

- Install Internet Explorer 5.x or greater.
- Install the latest version of the Macromedia Flash plug-in. ([www.macromedia.com/downloads](http://www.macromedia.com/downloads))
- You may also need to enable your browser's ActiveX control to run the Flash simulations. (This is located in your Internet Explorer menu, at Tools | Internet Options | Security | Custom tab. Some users may need to obtain permission from their IT administrator.)

## AGENDA

You have 30 days of online access; beginning the day your membership was purchased. At the end of your membership period, your access will end regardless of your progress in the class. It is your responsibility to keep track of your membership duration. We will re-instate access to the class only if a membership is renewed.

You may complete the lessons and exercises at your own pace. You may log into and out of the classroom as often as you wish during the class.

### Lessons

- Overview of TAPI
- Cisco CallManager Configuration
- Installing TSP 3.1
- Configuring Cisco TSP 3.1 Connection Settings and Wave Drivers
- IC 2.x Installation
- Post-Installation Verification

## OTHER RECOMMENDED COURSES

Students desiring additional information on how to install the Interaction Center platform software should attend **IC System Installation**. Students who wish to obtain their IC Core Technology certification should also attend **IC System Administration**, as well as the online course, **Troubleshooting the IC Platform**.

Students desiring additional information about other telephony platform solutions (Aculab or TAPI) should attend the Aculab and/or TAPI online courses.

Visit our website at <http://www.inin.com/Services/Education/elearning.asp> to examine on-line training opportunities

## TO REGISTER FOR CLASS

After purchasing this ININ Education offering, visit our website at <http://www.ININ.com/Services/Education/Education.asp>. Go to the "Register for a Class" link and you can request a registration for the class you want.

Email [Education@ININ.com](mailto:Education@ININ.com) with any questions

Visit our web site at [www.ININ.com/services/education/Education.asp](http://www.ININ.com/services/education/Education.asp)

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