

Education Services Professional Services Organization Support Services



Interactive Intelligence
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New Optimizer Certification Requirements

Due to the complex business requirements for workforce management, the Optimizer certifications have been improved to better prepare our partners and customers to implement and support Interaction Optimizer. There are now three levels of Optimizer certification.

1) Interaction Optimizer Deployment Certification

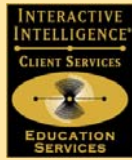
- a. Required for partners who *deploy* and support Interaction Optimizer
- b. Consists of:
 - i. Interaction Optimizer Deployment training class for 1 engineer at an Interactive Intelligence training center
 - ii. PSO assistance with first deployment (to be evaluated as pass/fail by PSO)
 - iii. 1-year subscription to downloadable, printable, updated Optimizer training materials from Interactive education and PSO
- c. Package will be available for \$13,000.
- d. After 1-year, partner may renew subscription for updated materials and any Optimizer recertification materials through education for \$1000/Optimizer certification (per certified engineer).
- e. Once the initial requirements for Optimizer deployment certification have been met, additional engineers may become deployment certified by attending the Optimizer Deployment training at an Interactive Intelligence Training Center and passing the certification exam.

2) Interaction Optimizer Support Certification for partners

- a. Required for partners who support, but *do not* implement Interaction Optimizer. These partners **MUST** engage PSO for any Optimizer implementations.
- b. Consists of:
 - i. Interaction Optimizer Deployment training at an Interactive Intelligence training center.

3) Interaction Optimizer Support Certification for direct customers

- a. Required for direct customers who will be providing level 1 support for Interaction Optimizer.
- b. Consists of:
 - i. Interaction Optimizer Deployment training via the Pathfinder or Replacement PSO packages for up to 4 people



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Currently Certified Partners and Customers

Partners and direct customers who are currently certified to deploy and/or support Optimizer are exempt from these new requirements. To receive the training materials and updates, the deployment certified partner or customer must purchase the Interaction Optimizer materials annual subscription.

Recertification Requirements

Based on the recommendation of product management and/or support, an on-line recertification will be required when product changes are significant.

Optimizer Offerings for Your Customers

- Besides the Interaction Optimizer Deployment instructor-led class, education will be offering a customer-focused, non-certification, 3-day Interaction Optimizer Administration instructor-led training class for workforce administrators. This class will retail for \$1980 and partners will receive their margin for any sales of this training.
- PSO will be offering a 2-day consulting service available 6 months after deployment to evaluate the implementation and suggest improvements. Partners will receive their margin for customer sales of the PSO service. The retail price for this package is \$2640.
- The PSO service and the training class will be combined in a package offering, as well. This package will retail for \$4000. Partners will receive their margin on sales of this package.