

Education Services



Interactive Intelligence
Deliberately Innovative

Current Certification Programs and Requirements

<i>For this certification:</i>	<i>You must successfully complete:</i>
Interaction Center Certified Engineer (ICCE)	1) CIC Installation & Configuration 2) VoIP Deployment Bootcamp for CIC
Interaction Center VoIP Professional (ICVP)	1) IC VoIP Professional Bootcamp
Interaction Dialer Certified Engineer (IDCE)	1) ICCE (for partners) or ICVP (for customers) 2) Interaction Dialer Installation & Configuration
Interaction Optimizer Certified Engineer - Deployment (IOCE/D)	1) Interaction Optimizer Deployment & Administration
Interaction Optimizer Certified Engineer - Support (IOCE/S)	1) Optimizer Deployment & Administration
Interaction Center Handler Developer (ICHHD)	1) Interaction Center Handler Development
Interaction Process Automation (IPA) Certified Engineer (IPACE)	1) IPA Bootcamp with exam over Consulting + Deployment
Interaction Process Automation Certified Consultant (IPACC)	1) IPA Bootcamp with exam over Consulting only

Visit our web site for current course descriptions and pricing

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