

# Education Services

## Instructor-Led Operational Course Offering



# Interaction Center Administration

## Course Overview

**Course Duration: 5 days (8:30am – 5:00pm M-Th, 8:30am – 12:00pm F)**

This course focuses on the development of strategic configurations of users/workgroups/roles to meet profitability objectives. Attendees will be guided through each sub-component of the Interaction Administrator® People Container, exploring available configuration options. The focus of the class will be on setting appropriate user permissions to ensure resource availability to specific skill-sets. Students will explore the configurable components of IC's powerful ACD/Skills Based Routing engine.

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 which applies aspects of all class and lab material.

## Intended Students

This is a non-technical class, and is recommended for those person(s) in the role of:

### IC System Administrator

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

**PLEASE NOTE:** IT professionals and network administrators should attend Interaction Center Certified Specialist (ICCS) Bootcamp.

## Course Objectives

At the successful conclusion of this course, the student should be able to: ➤

- 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.
- Leverage functionality of Client templates, Reports, and Response Management resources to meet profitability objectives.

Visit our web site for current course descriptions and pricing

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

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

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## Interaction Center Administration

### Course Agenda

- The Interaction Center Platform
- Interaction Client
- Interaction Administrator
- Stations
- Users
- License Management
- Security
- ACD Influencers for Agents and Workgroups
- ACD Processing
- IC Business Manager

### Course Prerequisites

**Interactive Intelligence, Inc. (Interactive) training is available to Resellers, Partners, and Customers, both direct and indirect. Interactive prospective customers must have a signed non-disclosure agreement on file before registering for class.**

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

- Be fluent in spoken and written English language.\*\*

\*\* The course materials and 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.

### Additional Training Opportunities

- Students desiring a better understanding of the Interaction Center Report process should attend the **Interaction Center Reporting** workshop.
- Students desiring a more in-depth understanding of Interaction Attendant should attend the **Interaction Attendant Configuration**.
- The **Online Passport** recommended for all partners and customers of Interactive Intelligence.

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

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