

Education Services

Instructor-Led Technical Course Offering



Interaction Center Certified Engineer (ICCE) Part 2

Course Overview

Course Duration: 5 days, Monday – Thursday 8:30 a.m. – 10:00 p.m., Friday 8:30 a.m. – 8:00 p.m.

This is the second course in the series to obtain the Interaction Center Certified Engineer (ICCE) certification. Upon successful completion of this course, and the **Interaction Center Certified Engineer (ICCE) Training – Part 1** class, students will achieve the ICCE certification.

This course in the series provides the student with the knowledge and skills necessary to configure and support the Interaction Center Platform®. The student will explore the SIP protocol, and use that knowledge to configure, and troubleshoot an IC system using Interactive Intelligence® components and supported 3rd-party products.

The student will learn how to configure, troubleshoot and support a system through a combination of instructor-led lectures and hands-on labs.

- **Students must have completed Interaction Center Certified Engineer (ICCE) Training - Part 1 course before being allowed to register for this course.**
- **This is a technical class with exposure to Microsoft Windows 2008 and various networking concepts, therefore, all students must have prerequisite knowledge/experience in the areas outlined in the *Course Prerequisites* section of this document.**

Students will be required to demonstrate successful completion of course objectives by passing a written and a practical examination. *Students who fail to complete course objectives, who miss a significant portion of the class, or who do not obtain a passing score on the exams will not receive the ICCE certification.*

Intended Students

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

- **Customer Interaction Center Implementer:** performs implementation and support of the Interaction Center system.

Course Objectives

This course prepares the student to perform the following tasks:

- Customize Interaction Attendant® menus including:
 - Configuring Skills-based routing
- Configure Custom ACD routing
- Configure SIP components of an IC system:
 - SIP lines and line groups
 - Dial Plan and Regionalization
 - Understand and configure secure SIP (SIP TLS) and secure RTP (SRTP)
 - ACD routing
- Deploy additional Interactive Intelligence products:
 - Interaction SIP Proxy™
 - Interaction Gateway™
- Configure deployment scenarios
 - Deploy IC Switchover
 - Deploy remote office survivability

Visit our web site for current course descriptions and pricing

www.inin.com/education

or e-mail education@inin.com

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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:

- Complete Interaction Center Certified Engineer (ICCE) Training - Part 1.
- Have knowledge of Windows domain environments, IP Networks and telecommunications systems.
- Be fluent in spoken and written English language.**
- Have been designated as an installer and/or administrator of Customer Interaction Center™.
- Have some experience with SQL Server.
- Have Experience with Microsoft Exchange Server or other MAPI compliant email product.

**The course materials, lab materials, and lectures are delivered in English. In order to benefit from the instruction, all students must be fluent in the English language.

Additional Training Opportunities

- Students desiring additional information on administering the Interaction Center System should consider the **Interaction Attendant® Configuration** course.
- Students desiring additional information on how to customize the Interaction Center system should attend the **Interaction Center Handler Developer (ICHD) Training** class.
- The **Online Passport** is recommended for all partners and customers of Interactive Intelligence.

Visit our website at www.inin.com/education to register.

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or e-mail education@inin.com