

Education Services

Instructor-Led Technical Course Offering



Interaction Center Core Specialist (ICCS) Bootcamp

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 only required course to obtain the Interaction Center Core Specialist (ICCS) certification. Upon successful completion of this course and the accompanying exam, students will have completed the requirements for the ICCS.

This course provides the student with the knowledge and skills necessary to implement and support the Interaction Center product. The student will explore the SIP protocol, and use that knowledge to configure, deploy and troubleshoot an IC system using Interactive Intelligence® and supported 3rd-party products. The student will learn about IC users, roles, and workgroups, and will also use Interaction Attendant® to develop simple IVR menu structures.

This course is intended for Customer Interaction Center™ (CIC) Direct Customers where the Interaction Center software has already been deployed. Students will learn about the requirements for Interaction Center installations but will not install CIC software themselves.

- **This is a technical class with exposure to Microsoft Windows Server 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 ICCS certification.*

Intended Students

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

- **Interaction Center Implementer**
Performs implementation troubleshooting and initial configuration as well as ongoing support of the Interaction Center system.

Course Objectives

This course prepares the student to:

- Configure SIP components of a CIC system:
 - SIP lines and line groups
 - Dial Plan and Regionalization
 - Understand and configure secure SIP (SIP TLS) and secure RTP (SRTP)
 - Configure Switchover
- Deploy Interactive Intelligence products in a VoIP environment:
 - Interaction SIP Proxy™
 - Interaction Media Server™
 - Interaction Gateway®
- Monitor, capture and troubleshoot SIP traffic:
 - Use network analysis tools to troubleshoot VoIP issues
- Deploy third-party SIP devices as part of an IC deployment:
 - Audiocodes gateways, Polycom IP Phones
- Configure Interaction Attendant inbound call processing
- Create and organize user accounts, workgroups and assign permissions.

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 Agenda

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| <ul style="list-style-type: none">➤ Exploration of the SIP protocol➤ Configuring the CIC regional Dial Plan➤ Configuring and deploying SIP gateways➤ Deploying and provisioning SIP phones➤ Configure Interaction Attendant Inbound Profiles, Schedules and Menus➤ Create, organize and manage user accounts and Workgroups➤ Exploring networking concepts and protocols | <ul style="list-style-type: none">➤ Configuring SIP / SIP TLS (Secure SIP) lines and line groups➤ Exploring network analysis issues and troubleshooting VoIP➤ Deploying a SIP CIC system with the Interaction SIP Proxy➤ Deploying a SIP CIC system with the Interaction Media Server➤ Deploying CIC Switchover➤ Interactive Intelligence Support and Troubleshooting best practices and procedures |
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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.

- This is a technical course with exposure to Microsoft Windows Server 2008 and various networking concepts, therefore, all students must have knowledge/experience in the following areas:
 - Windows Server Environment
 - IP Networks – network management, routing, switching
 - Basic knowledge of VoIP, telecommunications, and VoIP protocols
 - Basic familiarity with IP PBX systems

To further 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.*
- Have been designated as an installer and/or administrator Customer Interaction Center.

*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 Center Administration** course.
- Students desiring additional information on how to customize the Interaction Center system should consider the **Interaction Center Handler Developer (ICHD) Training** course.
- Students desiring a better understanding of the Interaction Center Reporting process should consider the **Interaction Center Reporting** course.
- 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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