



Education Services

Instructor-Led Operational Course Offering



Interactive Intelligence
Deliberately Innovative

Interaction Attendant® Configuration

Course Overview

Course Duration: 3 days (8:30am-5:00pm)

This instructor-led course will cover all basic concepts of Interaction Attendant® such as Profiles, Schedules, and workgroup transfers. Students will also be introduced to more advanced concepts such as the Email Profile, database operations, and logical transfers.

The student will learn how to effectively create and modify common and custom Call Routing for the Customer Interaction Center™ (CIC) through a combination of Instructor discussions and hands-on labs. This instructor-led course provides the knowledge and skills necessary to successfully use Interaction Attendant®. The student will learn how to configure the Interaction Attendant through a combination of lectures, presentations, videos and lab exercises.

Note: This course does **not** teach use of the Interaction Administrator® for administration of an Interaction Center Platform™ server. Interaction Administrator is introduced with sole focus on key configuration points for Interaction Attendant® functionality.

Intended Students

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

- **System Administrator:** Understands the implementation of the system, troubleshoots when issues arise, answers questions from the day-to-day administrator(s).
- **Contact Center Supervisor**

Course Objectives

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

- Design, build, and test a custom Auto Attendant set of menus and operations
- Navigate the Interaction Attendant user interface, tree structure and form area
- Recognize and use the files and storage structure used by the Interaction Attendant
- Publish, import, and export a new Interaction Attendant configuration
- Create and configure operations that comprise an Interaction Attendant menu

Visit our web site for current course descriptions and pricing

Education.inin.com

or e-mail Education@ININ.com



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Course Agenda

- Basic Concepts
- Overview
- Default Nodes
- New Profile
- New Schedule
- Standard Inbound Operations
- Database Operations
- Microsoft Dynamics CRM Operations
- Email Interface
- Operator Interface

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.**
- Have an understanding of the reporting needs and expectations of their contact center
- Have a current working knowledge of call flows or building a telephone menu.
- Have been designated as the person responsible for Auto Attendant or IVR menus in an Interaction Center project.

** 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 configuration options available for Interaction Center should attend the **Interaction Center Administration** course.
- Students desiring additional information on how to implement a complete Interaction Center system, or students requiring ICCE certification should attend the **Interaction Center Certified Engineer (ICCE) Training – Part 1** and the **Interaction Center Certified Engineer (ICCE) Bootcamp – Part 2** courses.
- The **Online Passport** is recommended for all partners and customers of Interactive Intelligence.

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

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