

Education Services

Instructor-Led Technical Course Offering



IC Advanced Handler Development

Course Overview

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

This course expands upon the handler development skills and topics presented in the basic Handler Development course, with in-depth coverage of tools introduced in the basic class. It also explores every tab on the Interaction Designer® tool palette, and walks through examples of the most-used tool sets.

During this 5-day course, the student will receive hands-on experience navigating and customizing the Interaction Center Platform® software on a classroom server. The student will also gain experience utilizing a unified, customer-based implementation scenario throughout the week.

This course explores advanced handler troubleshooting and customization. The student will learn how to effectively create and modify programming logic for Customer Interaction Center™ (CIC) through a combination of discussion and hands-on labs.

Intended Students

This is a technical class, and is recommended for those persons in the role of:

- **IC Handler Developer**
Responsible for customizing the system through handler development.

Course Objectives

This course prepares the student to:

- Review the handler-oriented subsystems and how they work.
- Review the Research, Design, Build, Publish, Test, and Promote process for handler development.
- Use CIC's Interaction Designer to manipulate handlers.
- Create variables, values, and attributes within objects or tools in handlers.
- Use the Expression Editor to set parameters in tools.
- Use handlers to send customized faxes.
- Utilize custom attributes for advanced ACD routing using Categories.
- Perform advanced database tools operations.
- Install and configure the Web Services add-on for use with custom handlers
- Install and configure the SOAP Listener add-on for use with custom handlers
- Utilize SOAP/XML tools, File I/O tools, TCP tools, ACD tools, Database tools, Accumulator tools, Alert Server tools, and other tools to create advanced custom handlers.

Visit our web site for current course descriptions and pricing

www.inin.com/education

or e-mail education@inin.com

Education Services

Instructor-Led Technical Course Offering



IC Advanced Handler Development

Course Agenda

- Review of Handler Development and the Six Steps to handler Success
- All tabs on the Designer Tools palette will be reviewed to familiarize students with available functionality
- Advanced Database, SOAP/XML, Schedules, Alert Server, Fax, File I/O, Accumulators, and IP Notes Tools will be covered in more detail
- Installing and Configuring Web Services for custom handler integration, including database integration
- Working with Custom Attributes
- Advanced ACD Operations, including Categories, Workgroup Activation, and ACD E-mail
- Discussion of student projects as time allows

Course Prerequisites

Interactive Intelligence® requires payment (either via program voucher or credit card) and a signed Partner Agreement or Nondisclosure Agreement on file from the student's company before attendance.

This course is not designed to teach programming concepts or the operating system; therefore, to maximize the student's potential for successful course completion and/or certification, each student is expected to:

- Have a current *intermediate knowledge** of the Windows 2003 interface and familiarity with its terminology.
- Be fluent in spoken and written English language. **
- Have IC Handler Development certification.
- Have been designated as the person responsible for handler development in a CIC project.
- Have created or designed telephony call flows; have created or designed program logic flows.
- Have performed debugging or troubleshooting of program code.
- Have a minimum of 6 months field experience developing custom handlers in a production environment.

**Intermediate knowledge* is defined as the ability to: Use Explorer interface to cut, paste, copy files; add or connect to network shares/drives; add, delete, and modify protocols; create an ODBC DSN, and navigate throughout the entire operating system interface without instruction.

**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 **ICELib Concepts** course.
- The **Online Passport** is recommended for all partners and customers of Interactive Intelligence.

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

Visit our web site for current course descriptions and pricing

www.inin.com/education
or e-mail education@inin.com