

Education Services

Instructor-Led Technical Course Offering



CIC Installation and Configuration

Course Overview

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

This is the first course in the series to obtain the Interaction Center Certified Engineer (ICCE) certification. Upon successful completion of this course, and the **VoIP Deployment Bootcamp for CIC** class, students will achieve the ICCE certification.

This is a technical course with exposure to Microsoft Windows 2000/2003 and various networking concepts, therefore, all students must have.

This course provides the student with the knowledge and skills necessary to implement and support Interaction Center Platform®. The student will learn the architecture of Customer Interaction Center™ and apply that knowledge to the implementation of an Interaction Center Platform system. Students will learn basic server installation and perform administrative tasks through a combination of instructor-led lectures, hands-on labs and interactive labs.

- **This is a technical class with exposure to Microsoft Windows 2000/2003 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 be promoted to the next level in the class.*

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 system, troubleshooting installation and initial configuration issues.

Course Objectives

This course will prepare the students to perform the following tasks:

- Discuss CIC platform and products
- Perform Pre-Installation tasks
- Install and configure Interaction Center components
- Install a Development Server
- Perform CIC administrative tasks including:
 - Configuring lines
 - Performing system configuration in Interaction Administrator®
 - Performing user, workgroup & roles configuration in Interaction Administrator
- Customize Interaction Attendant® menus including:
 - Importing an Attendant Configuration
 - Configuring Skills-based routing
- Describe & configure Custom ACD routing
- Configure multi-site implementations

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Course Agenda

- Interaction Center Platform
- Pre-Installation Procedures
- Install Customer Interaction Center
- Set-up Assistant
- Perform Post Installation Tasks
- Interaction Administrator – People Configuration
- Interaction Administrator – System Configuration
- Interaction Supervisor™
- Interaction Attendant
- Custom ACD Routing
- Multi-Site
- Certification Exam

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 is a technical class with exposure to Microsoft Windows 2000/2003 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, each student is also expected to:

- 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 Microsoft SQL Server and Crystal Reports, or other report generation software.
- Have experience with Microsoft Exchange Server or other MAPI compliant e-mail 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.*

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CIC[®] Installation & Configuration

Additional Training Opportunities

- Students requiring the ICCE certification must also attend the **VoIP Deployment Bootcamp for CIC[®]** class.
- Students desiring additional information on how to customize the Interaction Center system should attend the **Interaction Center Handler Development** 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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