

Education Services

Online Package Offering



Communication As a Service (CaaS) Online Passport

Course Overview

The Online Passport is a 1 year auto-renew subscription to all of our non-certification online courses for your entire organization. An unlimited number of individuals from your organization can access the online curriculum using one login: anytime, day and night.

One set of login credentials is provided and can be distributed to all users.

Users can log in anytime, anyplace. Multiple users can log in at the same time using the same set of access credentials.

Intended Students

The courses in this package are technical.

- **System Administrators & Support Engineers** will all benefit from the courses in this package.

Additional Information

The courses within this package do not contain exams, as they are intended for individual learning and to be used as reference materials. Attendance is not tracked in these courses.

Courses Available

- Customer Interaction Center™ (CIC) Basic Administration (Web Edition)
- .NET Client CBT
- Outlook Client CBT
- Interaction Supervisor™ CBT
- Interaction Recorder® Client CBT
- Interaction Attendant® Basics
- Interaction Tracker® CBT
- Report Assistant
- SIP Softphone CBT
- Telephony Concepts
- Any additional on-line, non-certification courses that become available throughout the year!

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

To maximize the student's potential for successful course completion and/or certification, each student is expected to:

- Have a current basic knowledge* of the Microsoft Windows interface and familiarity with its terminology.
- Be fluent in the spoken and written English language. **

*Basic Knowledge is defined as: User must be able to use Explorer interface to cut, paste, and copy files.

** The online 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.

In order to complete the online simulation, the following software requirements must also be met:

- Internet Explorer 5.x or greater must be installed.
- The latest version of the Macromedia Flash plug0in. (www.macromedia.com/downloads) must be installed.

It may also be necessary to enable your browser's ActiveX control to run the Flash simulations.

Additional Training Opportunities

- Students desiring ICCE certification should attend the **CIC Installation and Configuration** and **VoIP Deployment Bootcamp for CIC** courses.
- Students desiring ICVP certification should attend the **Interaction Center VoIP Professional Bootcamp** 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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