

# Education Services

## Instructor-led Operational Course Offering



# Interaction Dialer<sup>®</sup> for Administrators

## Course Overview

*This is not a certification course. If you are interested in Dialer certification, you will need to attend the Dialer Installation & Configuration course and the appropriate pre-requisite course(s)."*

Course Duration: 4 days (8:30am – 5:00pm)

This course will give hands-on exposure to the Interaction Dialer containers in Interaction Administrator<sup>®</sup> used for campaign creation and management. Focusing on strategic outbound contact center campaigns, the material will take the student through creating rules and policy sets that assist in automating the workflow, based on individual business rules.

This course is designed for operational personnel responsible for developing and managing outbound campaign objectives, including compliance considerations and base script development. Employing interactive operational discussion and hands-on labs, students will gain insight into best practices for the outbound contact center, as well as create and modify all aspects of Interaction Dialer.

## Intended Students

This is an operational (non-technical) class. This class is recommended for the person(s) who fills the role of:

- Contact Center Director
- Contact Center Manager/Supervisor
- Contact Center Business Planner/Analyst/Forecaster
- CIC System Administrator
- Workforce Management Manager/Analyst
- Dialer Administrator
- Teleservices Compliance Manager

## Course Objectives

This course will prepare the student to be more effective in the management of an outbound contact center using Interaction Dialer.

Topics covered include:

- Interaction Dialer and Associated Containers in Interaction Administrator
- Zone, Stages and Schedules
- Rules and Policies
- Campaigns and Workflows
- Script Development
- Outbound Regulations and Compliance
- Reporting and Monitoring in an Outbound Environment
- Dialer Contact Center Best Practices

Visit our web site for current course descriptions and pricing

[www.inin.com/education](http://www.inin.com/education)

or e-mail [education@inin.com](mailto:education@inin.com)

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Interactive Intelligence  
Deliberately Innovative

## Interaction Dialer® for Administrators

### 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.

- Have a current *intermediate knowledge*\* of the Windows interface and familiarity with its terminology.
- Fluency in spoken and written English is essential as course materials and discussions are presented in the English language.
- It is highly recommended that students complete the Interaction Center Administrations class and have a good understanding of basic IC administrative skills.

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

### Additional Training Opportunities

- Students desiring the Interaction Dialer Certified Engineer (IDCE) qualification should attend the **Interaction Dialer Certified Engineer (IDCE) Training** course.
- The **Online Passport** is recommended for all partners and customers of Interactive Intelligence.

Visit our website at [www.inin.com/education](http://www.inin.com/education) to register.

Visit our web site for current course descriptions and pricing

[www.inin.com/education](http://www.inin.com/education)  
or e-mail [education@inin.com](mailto:education@inin.com)