

Education Services

Instructor-led Technical Course Offering



Interaction Dialer[®] Installation and Configuration

Course Overview

Course Duration: 5 days (Mon – Thurs 8:30am – 5:00pm, Fri 8:30am – 2:00pm)

In this course the student will receive hands-on exposure to Interaction Dialer, the Interaction Center Platform[®] tool for predictive dialing and campaign creation and management.

This advanced level course is targeted at the student who has successfully achieved ICCE or ICCS certification and who will be using Interaction Dialer and Interaction Scripter[®] to design and run predictive dialing campaigns.

This class is a combination of discussion and hands-on labs. The students will install the Dialer system and configure, run, and manage sample campaigns. Particular attention will be dedicated to configuring rules and policies to automate Interaction Dialer.

Note: Students will be required to demonstrate successful completion of course objectives by passing various certification examinations during the class. *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 certification exams will not be awarded a course certificate. These students must re-take the entire exam to be certified.*

Intended Students

- **Interaction Dialer Implementer:** Implementation and initial support of the system. Troubleshooting installation and initial configuration issues, including interfacing with legacy systems, telephony service, etc.
- **Interaction Dialer System Administrator:** Understands the implementation of the system. Troubleshoots when issues arise. Answers questions from the day-to-day administrator(s). Acts as the single-point of contact to your software/hardware support organization.

Course Objectives

This course will prepare the student to be more effective in the deployment of Interaction Dialer. Topics covered will include:

- Interaction Dialer architecture overview
- Interaction Dialer and Interaction Scripter installation
- Installing Dialer in a SIP-based call center
- Configuration and modification of the Interaction Dialer database using SQL Server
- Understanding Dialer object relationships
- Core Dialer configuration
- Setting up time zone blocking and schedules
- Tracking script progress through stages
- Workflow configuration
- Campaign configuration
- Configuring rules and policies
- Automating campaign activity
- Using built-in contact list management tools
- Configuring DNC support
- Using filters and sort criteria
- Implementing skills based routing
- Utilizing Interaction Supervisor[™] in an Interaction Dialer environment
- Understanding Dialer best practices
- Troubleshooting

Visit our web site for current course descriptions and pricing

www.inin.com/education

or e-mail education@inin.com

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Interactive Intelligence
Deliberately Innovative

Interaction Dialer® Installation and Configuration

Course Agenda

- Introduction to Interaction Dialer
- Interaction Dialer Call Flow
- Interaction Dialer Installation – The Central Campaign Server
- Interaction Dialer Installation – Outbound Dialer Server
- Installing Dialer in a SIP-Based Call Center
- Databases used with Interaction Dialer
- Dialer Object Relationships
- Introduction to the Dialer Plug-In for Interaction Administrator
- Interaction Dialer Container – Root Configuration
- Script Progress – Stage sets
- Time Zone Blocking
- Schedules
- Campaigns
- Workflows
- Configuration Wizard
- Interaction Scripter® Predictive Client
- Managing Agents
- Standard Campaign Forms
- Custom Campaign Forms
- DNC
- Filters and Sort Criteria
- Rule and Policy Scope
- Configuring Rules
- Configuring Policies
- Skill Sets
- Update Contacts
- Schedule Calls
- Managing Scheduled Calls
- Contact Exclusion Wizard
- Dialer Statistics in Interaction Supervisor
- Predictive Reports
- Avoiding Problems
- Dialer Tools
- Troubleshooting

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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.

This course is not designed to teach JavaScript programming concepts, basic IC skills, 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 NT or Windows 2000 interface and familiarity with its terminology.
- Be fluent in spoken and written English language.**
- Have current ICCE or ICCS certification***
- Have real-world experience using SQL Server or similar database.
- Have been designated as the person responsible for Dialer development in a Customer Interaction Center™ project.

**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; 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.*

****ICCE or ICCS certification will prepare the Interaction Dialer student in gaining a deeper understanding of their system and will lead to a more meaningful experience in this Interaction Dialer course.*

Additional Training Opportunities

- 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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