

Education Services

Instructor-Led Technical Course Offering



Interaction EasyScripter™ Development

Course Overview

Course Duration: 2 days (8:30am – 5:00pm)

In this course the student will receive hands-on exposure to Interaction EasyScripter tools for script development and campaign management, in conjunction with Interaction Dialer®.

This intermediate level course is targeted at the student who has a working knowledge of Interaction Dialer and who will be using Interaction Dialer and Interaction EasyScripter to design and run predictive or preview dialing campaigns. It is recommended that students have, at a minimum, successfully completed the Interaction Dialer for Administrators course.

This class is a combination of discussion and hands-on labs. The students will install the Interaction EasyScripter components into a preconfigured Interaction Dialer environment; configure script database and web server; develop custom scripts through the Interaction EasyScripter interface; and execute and manage sample campaigns.

On day two, students will have the opportunity to create a script according to their own specifications. Students are encouraged to come prepared with detailed plans of production scripts they will be implementing. This allows them to build a script in a classroom environment that they might be able to use in the field.

At the conclusion of the course, students will export their classroom scripts to take them home. These will be an effective tool, whether as a template for initial script creation or as a resource during ongoing script development.

Intended Students

- **Interaction Dialer Implementer:** Implementation and initial support of the system. Troubleshooting installation and initial configuration issues.
- **Interaction Dialer System Administrator:** Understands the implementation of the system. Troubleshoots when issues arise, including those pertaining to scripts. Answers questions from the day-to-day administrator(s). Acts as the single-point of contact to your software/hardware support organization.
- **Interaction Dialer Script Developer:** Implements scripts to meet the goals of the call center. Adds interactive functionality and takes advantage of Dialer and EasyScripter features to enable agents to be most productive.

Course Objectives

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

- Interaction Dialer review
- Interaction EasyScripter overview
- Interaction EasyScripter architecture
- Installation of Interaction EasyScripter components
- Database and web site configuration
- Campaign management tools
- Basic script development
- Advanced scripting concepts
- Using the Interaction EasyScripter client
- Preview campaign script development
- Blended script development (merged inbound and outbound call centers)
- Database interaction
- Basic troubleshooting

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Course Agenda

- Review of Interaction Dialer
- Introduction to Interaction EasyScripter
- Install Interaction EasyScripter
- Use Interaction EasyScripter Setup Wizard to configure database and web site
- Introduction to Interaction EasyScripter administration
- Create scripts and pages
- Develop a basic script
- Operate the Interaction EasyScripter client application
- Advanced scripting concepts
- Open lab: build a script according to student provided specifications (optionally complete an instructor assigned exercise)
- Basic troubleshooting
- Export Interaction EasyScripter scripts

Course Prerequisites

Interactive Intelligence® requires payment (either via program voucher or credit card) from the student's company prior to attendance. Interactive Intelligence also requires that the student be from a customer or partner organization and that we have a signed Partner Agreement and/or Non-Disclosure Agreement on file from the student's company before attendance.

This course is not designed to teach basic IC skills, Interaction Dialer administration, 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 4.0 or Windows 2000 interface and familiarity with its terminology.
- Be fluent in spoken and written English language**
- Completion of the Interaction Dialer for Administrators class is strongly recommended
- Have real-world experience using IIS or similar web server.
- Have been designated as the person responsible for Interaction Dialer script 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.*

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Interactive Intelligence
Deliberately Innovative

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Additional Training Opportunities

- For students desiring additional information on configuring Interaction Dialer should attend the **Interaction Dialer for Administrators course**.
- For students desiring additional information on installing Interaction Dialer should attend the **Interaction Dialer Installation and Configuration** course.
- The **Online Passport** is recommended for all partners and customers of Interactive Intelligence.

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