

Education Services

Instructor-Led Technical Course Offering



Interactive Intelligence
Deliberately Innovative

Interaction Center Handler Development

Course Overview

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

This course prepares students to be successful in customizing the Interaction Center Platform® using Interaction Designer® and Interaction Attendant®.

During this 5-day class, students will receive hands-on experience customizing Customer Interaction Center™ (CIC) software using Interaction Designer. Students will also learn how to implement customization through the Interaction Attendant interface, as well as customizations that use a combination of these two methods.

Students will practice customizations involving database tools, ACD routing, system prompts, and Customization Points provided inside the system Default Handlers.

Intended Students

This is a technical development class. This class is recommended for the person(s) that fills the role of:

- **Technical pre-sales and implementation consultants:** Analyzes customer requirements prior to deployment, and assesses what handler customizations will be required, if any.
- **Developer:** Performs handler-based system customizations for new and/or existing deployments when required.

Course Objectives

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

- Understanding and using the Handler Development environment
- Define and manage handlers of different types
- View the dependencies between handlers
- Locate and use Customization Points
- Understand Objects, Attributes, Events & Initiators
- Understand and use Subroutines
- Understand and manipulate the processes for Outbound and Incoming calls
- Use Interaction Attendant and link custom handlers to the Attendant menus
- Implement advanced (custom) ACD processing of calls
- Customize handlers using Database Tools
- Customize system Prompt Libraries & configure the system for multi-language deployments
- Troubleshoot handler-related issues

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Course Agenda

- Getting Started
- The Development Environment
- Handler Basics
- Default Handlers
- Interaction Attendant
- Customizing the System
- Troubleshooting

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.

This is a development class with exposure to Microsoft Windows 2003 operating system. To maximize the student's potential for successful course completion and certification, each student is expected to:

- Have a current *intermediate knowledge** of the Windows 2000/2003 interface and familiarity with its terminology.
- Be fluent in spoken and written English language.**
- Attend the IC Administration For Operations class (Strongly Recommended)
- Have experience with the Interaction Center Platform, including Interaction Administrator® and the Interaction Center .Net Client.
- Be designated as the support engineer or customizations developer for the Interaction Center Platform.
- Have fully completed the Handlers Pre-Class Materials *prior* to attending training.
- Have current working knowledge of a 4th generation programming language or event driven language such as (Visual Basic, C++) and have previously built an application using tools associated with the language.
- Have experience building call flows and program logic flows.
- Have performed debugging or troubleshooting of program code.

**Intermediate knowledge* is defined as the ability to: Use Windows 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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Additional Training Opportunities

- Students desiring additional information on how to implement a Customer Interaction Center system, or students requiring ICCE certification should attend the **CIC Installation and Configuration** and **VoIP Deployment Bootcamp for CIC** courses.
- Students who have already attended and passed Interaction Center Handler Development and are looking for additional instructor-led training on advanced Handler topics should attend the **IC Advanced Handler Development** course.
- The **Online Passport** is recommended for all partners and customers of Interactive Intelligence.

Visit our website at www.inin.com/education to register.