

Education Services

Instructor-Led Operational Course Offering



IC Administration for Operations

Class Overview

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

This course focuses on the development of strategic configurations of users/workgroups/roles to meet profitability objectives. Attendees will be taken through each sub-component of the Interaction Administrator® People Container to explore all configuration options available. The focus will be placed on setting appropriate user permissions to ensure resource availability to specific skill-sets. Students will explore IC's powerful ACD/Skills Based Routing engine, as well as configure Interaction Attendant® profiles, schedules, menus, and operations, for both phone and email interaction routing.

Material will also focus on Response Management, Client Configuration, Interaction Supervisor® Monitoring and Reporting.

The last day of class will be devoted to skills assessment in which students configure settings in Interaction Administrator based on a scenario that applies aspects of all class and lab material.

Intended Students

This is an Operational class. This class is recommended for the person(s) who fills the role of:

- IC System Administrator
- Project Manager
- Operations Director
- Operations/Sales Manager/Supervisor
- Business Planner/Analyst/Forecaster
- Workforce Management Manager/Analyst
- **PLEASE NOTE:** IT professionals and network administrators should attend IC VoIP Professional BootCamp.

Course Objectives

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

- Become familiar with the Interaction Administrator interface and container structure.
- Identify key configuration elements at the Default User, Role, Workgroup, and User level.
- Understand the configuration options available for ACD/Skills-Based routing, and develop strategies to route interactions to support operational goals.
- Develop effective interaction routing in Interaction Attendant, including phone and email.
- Leverage functionality of Interaction Client® templates, Reports, and Response Management resources to meet profitability objectives.

Visit our web site for current course descriptions and pricing

www.inin.com/education

or e-mail education@inin.com

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Interaction Center System Administration for Operations

Course Prerequisites

Interactive Intelligence® requires payment (either via program voucher or credit card) and a signed Partner Agreement or Nondisclosure Agreement on file from the attendee's company before attendance.

- Fluency in spoken and written English is essential as course materials and discussions are presented in the English language.

Additional Training Opportunities

- Students desiring a better understanding of the Interaction Center Report process should attend the **Interaction Center Reporting Workshop** course.
- Students desiring a more in-depth understanding of Interaction Attendant should attend the **Interaction Attendant Workshop** 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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