

# Education Services

## Instructor-Led Technical Course Offering



## IPA Certified Specialist (IPACS) Training

### Course Overview

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

This course provides the student with the knowledge and skills necessary to design automated business processes, and implement and support the Interaction Process Automation (IPA) product. The student will become familiar with the consulting methodology used to qualify and design IPA processes. We will explore the Process Discovery phase of deploying IPA as it pertains to IPA Process deployment. After reviewing the Discovery and Design phases, we will explore the back-end system architecture of IPA and the licensing components that comprise IPA. Students will gain the necessary knowledge of what's required to install and configure IPA as well as basic troubleshooting and debugging skills.

Students will be familiarized with business case scenarios exemplifying the design of process flows for IPA. Leveraging knowledge of business process automation and project management best practices, students will gain hands on experience with designing, deploying and testing IPA process flows. We will also explore the Interaction Process Monitor for real-time supervision of processes. Discussion and tools will be provided for reporting, time tracking and data management in the enterprise and contact center environments.

**Note: Students will be required to demonstrate successful completion of course objectives by passing a written and a practical exam. Students who fail to meet course objectives, who miss a significant portion of the class, or who do not receive a passing score on the exams will not receive certification.**

Upon successful completion of this course and the accompanying exam, students will have completed the requirements for the **IPACS** certification.

### Intended Students

This is a technical class, and is recommended for those person(s) in the role of:

- **Interaction Process Automation Implementer**

### Course Objectives

This course prepares the student to:

This course will prepare the student to design and implement IPA in enterprise environments and be effective in the strategic development of process automation applications. Topics covered include:

- Business Process Automation Concepts and Terminology
- Overview of IPA Consulting Methodology
- Overview of Process Mapping
- IPA System Architecture and Licensing Components.
- Deployment Process Planning and Critical Considerations.
- IPA Process Design
- IPA Entry Points – Process Initiators
- Troubleshooting Process Flows
- IPA End User Functionality – Receiving & Performing Work
- IPA Supervisory Features – Monitoring & Reporting

Visit our web site for current course descriptions and pricing

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

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### Course Agenda

- Overview of Business Process Automation Concepts
- Overview of Business Process Consulting Fundamentals
- Overview of Financial Analysis for Business Process Automation
- Basics of Process Discovery, Analysis, and Design
- IPA Architecture
- IPA Installation
- Designing a Process Flow
- IPA End-User and Supervisory Functionality

### 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.**

To maximize the student's potential for successful course completion and/or certification, each student is expected to:

- Be fluent in spoken and written English language.\*\*
- It is highly recommended that students attending this course have successfully completed the **Interaction Center Administration** and **Interaction Center Handler Developer (ICHD) Training** courses.

\*\*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.

### Additional Training Opportunities

- Students interested in advanced IPA process design would benefit greatly from the **Interaction Center Advanced Handler Development** course.
- Students desiring additional information on the operational administration of the IC system within Interaction Administrator® should attend the **Interaction Center Administration** 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.

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