

# Education Services

## Instructor-Led Technical Course Offering



# Interaction Center IceLib Developer (ICID) Training

## Course Overview

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

This course provides the student with the knowledge and skills necessary to successfully utilize the Interaction Center Extension Library (IceLib) to interact with Customer Interaction Center™ (CIC). This is the only required course to obtain the Interaction Center IceLib Developer (ICID) certification.

## Intended Students

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

➤ **Application Developer**

Responsible for development, modification, or maintenance of applications utilizing Microsoft's .NET technology which requires interaction with Customer Interaction Center™.

## Course Objectives

This course prepares the student to:

- Write .NET applications which utilize IceLib to make API calls into CIC.
- Maintain or modify applications utilizing IceLib.

## Course Agenda

- Introduction to IceLib
- Core Namespaces
- Product Specific Namespaces
- Additional Namespaces
- Configuration
- Statistics
- Troubleshooting

Visit our web site for current course descriptions and pricing

[www.inin.com/education](http://www.inin.com/education)

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

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Interactive Intelligence  
Deliberately Innovative

## Interaction Center IceLib Developer (ICID) Training

### 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:

- Have a current *basic knowledge*\* of the Microsoft Windows interface and familiarity with its terminology.
- Have signification programming experience in .NET.
- Be fluent in the spoken and written English language. \*\*

\**Basic Knowledge* is defined as: User must be able to use Explorer interface to cut, paste, and copy files.

\*\* *The online course materials and instructions are presented in the English language. Therefore, in order to fully benefit from the instruction, all students must be fluent in the English language.*

### Additional Training Opportunities

- Students desiring additional information on how to customize a CIC system should attend the **Interaction Center Handler Developer (ICHD) Training** 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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