

Education Services

Instructor-Led Technical Course Offering



Interaction Center Extension Library (ICELib) Concepts

Course Overview

Course Duration: 3 Days (8:30am – 5:00pm)

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).

Intended Students

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

- **Applications Developer**
Responsible for development, modification or maintenance of applications utilizing Microsoft's .NET technology which requires data interaction with Customer Interaction Center 3.0.

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
- IceLib Architecture and philosophy
- Communicating with the IC Server
- IceLib Namespaces
- IceLib Namespaces
- Troubleshooting

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 student's company before attendance.

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.**
- Have significant programming experience in .NET, preferably C#.
- Completion of the IC Administration for Operations class is strongly recommended.

***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 desiring additional information on how to customize an IC system should attend the **Interaction Center Handler Development** course.

Visit our web site for current course descriptions and pricing

www.inin.com/education

or e-mail education@inin.com