

Education Services

Instructor-Led Operational Course Offering



Interaction Optimizer[®] for Administrators

Course Overview

Course Duration: 4 days (9:00am – 4:00pm)

This course prepares students to be successful in the, configuration, schedule creation and maintenance of the Interaction Optimizer.

During this class, students will receive information on work force management best practices. Students will have an opportunity for open discussions on real life scenarios in the contact center world. Students will also learn how to set best practices in their workplace. Additional discussions will cover how to maximize your workforce to best drive your contact centers results.

Contact Center knowledge is recommended for students who will be attending this course.

Intended Students

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

- **Workforce Manager:** Individuals who want to get a better understanding of the concepts of Contact Center Management and have the responsibilities of managing the productivity of others.
- **Workforce Analyst:** Individuals who will be responsible for managing and editing the schedule.
- **Contact Center Supervisor:** Individuals who are responsible of leadership of others, agent productivity monitoring and schedule adherence.
- **Contact Center Manager:** Individuals who are responsible for contact center productivity, leadership of others and setting best practices.

Course Objectives

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

- Describe workforce optimization best practices
- How to implement those best practices
- Discuss the benefits of flexible breaks, meals, or start times
- How and when to manage those specific agent constraints
- How to get the correct volume and headcount forecasts
- Generate and modify schedules to fit your business needs
- Discuss the best practices for contact center management including the monitoring of Real Time Adherence
- The ability to train agents to set specific preferences of their desired work schedule
- How to manage Intraday / Real Time monitoring

Visit our web site for current course descriptions and pricing

www.inin.com/education

or e-mail education@inin.com

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Course Agenda

- Contact Center Management Best Practices
- What is the correct Adherence measurement
- How can I maximize my workforce
- Introduction to Workforce Management concepts
- High Level Overview of Interaction Optimizer
- Data Worksheets, Interaction Administrator® Client Component Install, Miscellaneous Configuration
- Discuss Interaction Optimizer Administration
- Configuration of Scheduling Units, Shift Definitions, Agent constraints
- Volume Forecasting
- Headcount Forecasting
- Agent Time Off Requests
- Schedule Administration
- Meeting Planner
- User Schedules
- Real time Adherence
- Intraday Management
- Agent Preferences
- Agent Groups
- Reporting
- Optimizer Deployment Methodology

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.

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.**
- Have hands-on experience with computer software.
- Headset with microphone is required.

**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.

Additional Training Opportunities

- Students desiring a better understanding of the configuration options available for Interaction Center should attend the **IC Administration for Operations** 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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