

# Education Services

## Instructor-Led Technical Course Offering



# Interaction Scripter<sup>®</sup> Development

## Course Overview

Course Duration: 2 days (8:30am – 5:00pm)

In this course the student will receive hands-on experience with Interaction Scripter tools for script development and campaign management, in conjunction with Interaction Dialer<sup>®</sup>.

This course is targeted at the student who will be asked to develop interactive campaign scripts for Interaction Dialer. Students should have at least a beginner's level experience in web development, in particular HTML and JavaScript coding. There are no other prerequisites for this course.

While complemented by discussion, this class is focused on hands-on labs. After a high-level introduction to Interaction Dialer, students will be thrust into coding custom scripts using a freeware HTML editor. Developers will learn to serve agents with call control, contact record data tools, and the ability to disposition calls. In addition, students will implement a variety of common tasks including break requests, consult transfers, conference calls, serving finishing agents, preview campaigns, and blended campaigns.

## Intended Students

- **Interaction Dialer Script Developer:** Implements scripts to meet the goals of the call center. Adds interactive functionality and takes advantage of Dialer and advanced scripter features to enable to agents to be most productive.

## Course Objectives

- This course will prepare the student to be more effective in the deployment of Interaction Dialer. Topics covered will include:
  - Interaction Dialer overview
  - Interaction Scripter overview
  - Script development basics
  - Advanced scripter API
  - Common script tasks including:
    - Call control
    - Implementing stages
    - Dispositions (reason/finish codes)
    - Database operations
    - Break requests
    - Consult transfers
    - Finishing agents
    - Preview campaigns
    - Blended campaigns (inbound/outbound)
    - Conference calls
- Scripting best practices

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## Interaction Scripter Development

### Course Agenda

- Overview of Interaction Dialer
- Introduction to Interaction Scripter
- Script development basics
- HTML and javascript review
- Interaction Scripter API
- Basic Dialer commands
  - Call control
  - Implementing stages
  - Dispositioning calls
  - Database operations
- Supporting common Dialer tasks
  - Break requests
- Supporting common Dialer tasks
  - Blended campaigns
  - Consult transfers
  - Conference calls
  - Finishing agents
  - Preview campaigns
- Scripting best practices

### Course Prerequisites

**Interactive Intelligence® requires payment (either via program voucher or credit card) from the student's company prior to attendance. Interactive Intelligence also requires that the student be from a customer or partner organization and that we have a signed Partner Agreement and/or Non-Disclosure Agreement on file from the student's company before attendance.**

This course is not designed to teach basic IC skills, Interaction Dialer administration, web development, or the operating system; therefore, to maximize the student's potential for successful course completion and/or certification, each student is expected to:

- Have a current *intermediate knowledge*\* of the Windows interface and familiarity with its terminology.
- Be fluent in spoken and written English language\*\*
- Have a working knowledge of HTML and JavaScript.
- Have been designated as the person responsible for Dialer script development in an IC project.
- Completion of the Interaction Dialer Administration class is strongly recommended.

\**Intermediate knowledge* is defined as the ability to use 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.

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Interactive Intelligence  
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## Interaction Scripter Development

### Additional Training Opportunities

- For students desiring additional information on configuring Interaction Dialer should attend the **Interaction Dialer for Administrators** course.
- For students desiring additional information on installing Interaction Dialer should attend the **Interaction Dialer Installation and Configuration** 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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