

Education Services

Instructor-Led Technical Course Offering



Messaging Interaction Center™ (MIC) Installation and Administration

Course Overview

Course Duration: 5 days (8:30am – 6:00pm)

This course provides the student with the knowledge and skills necessary to successfully install and configure MIC. The student will learn how to configure the MIC server through a combination of instructor-led lectures and hands-on labs.

Note: Students will be required to demonstrate successful completion of course objectives by passing certification examinations at the end of class. Students who fail to complete course objectives, who miss a significant portion of the class, or who do not obtain a passing score on the certification exams will not be awarded a course certificate. These students must re-take the entire exam to be certified.

Intended Students

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

- **MIC System Administrator:** Understands the implementation of the system, troubleshoots when issues arise, answers questions from the day-to-day administrator(s), Act as the single-point of contact to your support organization (either your reseller partner or Interactive Intelligence Support Services).
- **MIC Implementer:** performs implementation and support of the system, troubleshooting installation and initial configuration issues, including interfacing with legacy systems, telephony services etc.

Course Objectives

This course will prepare the MIC Installer/Administrator to perform the following tasks:

- Install and configure MIC components.
- Perform MIC administrative tasks including configuring lines, telephony interfaces and system configuration, using Interaction Administrator.
- Configure organizations, organizational groups, sites and provision users, using the MIC Web Administrator interface.
- Use and customize MIC Auto-Attendant to create and maintain automated attendant menus.
- Create and maintain dial plans.

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

- Introduction to MIC
- MIC Architecture – Common MIC Network Configurations
- Pre-Installation Procedures – Install IIS, Install ADAM, MIC Active Directory Install, MIC Web Install
- SIP Overview, HMP Installation, PIMG Configuration
- Install MIC
- Setup Assistant
- Additional Installations – Serial Port Service, Voice Mail Aging, Client Configurations
- MIC Administration – Interaction Administrator®
- Configure MIC
- MIC Administration – Web Administration
- MIC Administration – Auto-Attendant Configuration
- MIC Administration - Reporting Features; MIC Customization Options
- MIC Clients
- Troubleshooting – Troubleshooting Tools, Contacting Support, Best Practices

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.

This is a technical class with exposure to Microsoft Windows 2000/2003, Microsoft SQL Server, LDAP and Exchange configuration; therefore, to maximize the student's potential for successful course completion and/or certification, each student is expected to:

- Pass the Windows and Networking Prerequisite Exam - This exam is required for all individuals enrolling in the program. Online exam takes approximately 30 minutes to complete. (Details for taking the exam will be emailed to you upon enrollment in the course.)
- Have a current *intermediate knowledge** of the Windows interface and familiarity with its terminology.
- Be fluent in spoken and written English language.**
- Have been designated as an installer and/or administrator of MIC.
- Have some experience with Microsoft SQL Server and Crystal Reports, or other report generation software.
- Have experience with Microsoft Exchange Server or other MAPI compliant e-mail product.

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

- 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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