

Education Services

Instructor-Led Technical Course Offering



VoIP Deployment Bootcamp for CIC

Course Overview

Course Duration: 5 days (Mon – Fri 8:30am – 10:00pm)

This is the second course in the series to obtain the Interaction Center Certified Engineer certification (ICCE). Upon successful completion of this course, students will have completed the classroom requirements for the ICCE certification.

This course provides the student with the knowledge and skills necessary to implement and support the Customer Interaction Center™ product. The student will explore the SIP protocol, and use that knowledge to configure, deploy and troubleshoot an IC system using Interactive Intelligence® and supported 3rd-party products.

- **Students must have completed the CIC Installation & Configuration course before being allowed to register for this course.**
- **This is a technical class with exposure to Microsoft Windows 2000/2003 and various networking concepts, therefore, all students must have prerequisite knowledge/experience in the areas outlined in the *Course Prerequisites* section of this document.**
- **Students will be required to demonstrate successful completion of course objectives by passing a written and a practical examination.** *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 exams will not receive the ICCE certification.*

Intended Students

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

- **Interaction Center Implementer:** performs implementation and support of the system, troubleshooting installation and initial configuration issues.

Course Objectives

This course will prepare the Interaction Center Implementer to perform the following tasks:

- Configure SIP components of an IC system:
 - SIP lines and line groups
 - Dial Plan and Regionalization
 - Monitor voice resource usage
 - Deploy IC Switchover using SIP
 - Understand and configure secure SIP (SIP TLS) and secure RTP (SRTP)
- Deploy Interactive Intelligence SIP products in a VoIP environment:
 - Interaction SIP Proxy™
 - Interaction Media Server™
 - Interaction Gateway® (Gen 2)
- Monitor, capture and troubleshoot SIP traffic:
 - Use network analysis tools to troubleshoot VoIP issues
 - Configure and troubleshoot standard networking protocols, including
 - BootP
 - DHCP
- Deploy third-party SIP devices as part of an IC deployment:
 - Interactive Intelligence Autoprovisioning for Polycm SoundPoint IP phones
 - Configure Audiocodes analog and digital gateways

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

- Exploration of the SIP protocol
- Configuring SIP / SIP TLS (Secure SIP) lines and line groups
- Configuring the IC regional dial plan
- Configuring and deploying SIP gateways
- Deploying and provisioning SIP phones
- Exploring networking concepts and protocols
- Exploring network analysis issues and troubleshooting VoIP
- Deploying a SIP IC system with the Interaction SIP Proxy and Interaction Media Server
- Certification Exam

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.

- Students must successfully complete the CIC Installation & Configuration course before attending this course.
- This is a technical class with exposure to Microsoft Windows 2000/2003 and various networking concepts, therefore, all students must have knowledge/experience in the following areas:
 - Windows Server Environment
 - IP Networks – network management, routing, switching
 - Basic knowledge of VoIP, telecommunications, and VoIP protocols
 - Basic familiarity with IP PBX systems

To further maximize the student's potential for successful course completion, each student is also expected to:

- Be fluent in spoken and written English language.**
- Have been designated as an installer and/or administrator of Customer Interaction Center.
- 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.

***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 requiring the ICCE certification must also attend the **CIC Installation and Configuration** course.
- Students desiring additional information on how to customize the Interaction Center system should attend the **Interaction Center Handler Development** 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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