



Education Services

Instructor-Led Technical Course Offering



Interactive Intelligence
Deliberately Innovative

Interaction Center VoIP Professional Bootcamp

Course Overview

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

This is the only required course to obtain the Interaction Center Certified VoIP Professional (ICVP) certification. Upon successful completion of this course and the accompanying exam, students will have completed the requirements for the ICVP.

This course provides the student with the knowledge and skills necessary to implement and support the 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. The student will learn about IC users, roles, and workgroups, and will also use Interaction Attendant to develop simple IVR menu structures.

This course is intended for Enterprise Interaction Center (EIC) direct customers and partners and CIC (Customer Interaction Center) direct customers where the Interaction Center software has already been deployed. Students will learn about the requirements for IC installations but will not install the IC software themselves.

- **This is a technical class with exposure to Microsoft Windows 2000/2003 and various networking concepts, therefore, all students must receive a passing score on the Windows and Networking Prerequisite exam or provide relevant industry certification credentials.**
- **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 ICVP certification.*

Intended Students

This is an intensive and 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
 - Understand and configure secure SIP (SIP TLS) and secure RTP (SRTP)
 - Configure Switchover
- Deploy Interactive Intelligence products in a VoIP environment:
 - Interaction SIP Proxy
 - Interaction Media Server
 - Interaction Gateway
- Monitor, capture and troubleshoot SIP traffic:
 - Use network analysis tools to troubleshoot VoIP issues
- Deploy third-party SIP devices as part of an IC deployment:
 - Audiocodes gateways, Polycom IP Phones
- Configure Interaction Attendant inbound call processing
- Create and organize user accounts, permissions, and Workgroups

Visit our web site for current course descriptions and pricing

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or e-mail education@inin.com



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Course Agenda

- Exploration of the SIP protocol
- Configuring the IC regional dial plan
- Configuring and deploying SIP gateways
- Deploying and provisioning SIP phones
- Configure Interaction Attendant inbound Profiles, Schedules and Menus
- Create, organize and manage user accounts and Workgroups
- Exploring networking concepts and protocols
- Configuring SIP / SIP TLS (Secure SIP) lines and line groups
- Exploring network analysis issues and troubleshooting VoIP
- Deploying a SIP IC system with the Interaction SIP Proxy
- Deploying a SIP IC system with the Interaction Media Server
- Deploying Multi-site IC servers
- Deploying IC Switchover
- Interactive Intelligence Support and Troubleshooting best practices and procedures
- Analyze critical IC subsystem logs

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.

- This is a technical class with exposure to Microsoft Windows 2000/2003 and various networking concepts, therefore, all students must receive a passing score on the Windows and Networking Prerequisite exam or provide relevant industry certification credentials. (The Windows and Networking Prerequisite Online exam takes approximately 30 minutes to complete. Details for taking the exam will be emailed to you upon enrollment in the course.)

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

- Complete the online network pre-test or submit an applicable 3rd party technical certification.
- Be fluent in spoken and written English language.**
- Have been designated as an installer and/or administrator of Interaction Center.

***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 further customize the Interaction Center system should attend the **Interaction Center Handler Development class**.
- Students desiring a better understanding of the configuration options available for Interaction Center should attend the **Interaction Center Administration for Operations class**.
- The **Online Passport** is recommended for all partners and customers of Interactive Intelligence.

Visit our website at <http://education.inin.com> to register.

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