



## Education Services

### Instructor-Led Operational Workshop Offering



Interactive Intelligence  
Deliberately Innovative

# Contact Center Best Practices

## Workshop Overview

Workshop Duration: 2 days (9:00 am – 4:00 pm) (with Case-Specific/Open Forum available from 4:00 pm- 5:00 pm each day.)

This workshop provides attendees the knowledge to leverage Interaction Center technology in support of daily operations, as well as short-term and long-term business objectives specific to the contact center environment. During this workshop, instructors will share configuration and administration best practices for core IC products such as Interaction Administrator, Interaction Attendant, Interaction Supervisor and Interaction Client.

Additionally, attendees will have the opportunity to present specific business scenarios for class discussion and feedback. Focus will be placed on Workgroup/Role organization, ACD attribute design, meaningful KPI reporting, and profitability analysis.

Upon completion, attendees will be equipped with models of effective application of IC software to achieve business objectives. These best practices will benefit both the new customer as well as those who are veteran IC users.

This workshop is the first in a series of upcoming offerings included in our Unified Business Objectives program.

## Intended Students

This is an Operational (non-technical) class. This class is recommended for the person(s) who fills the role of:

- Contact Center Director
- Contact Center Manager/Supervisor
- Contact Center Business Planner/Analyst/Forecaster
- IC System Administrator

## Workshop Objectives

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

- Organize and configure IC Roles and Workgroups for effective call routing and to decrease queue wait time
- Identify the key areas of Interaction Administrator that apply to business practices
- Have a clear understanding of ACD attributes and how each relates to call routing and reporting
- Be familiar with views available in Interaction Supervisor for more effective monitoring at the agent and workgroup level
- Determine which set of reports display the most meaningful metrics for your organization
- Identify key operators within the Interaction Attendant to create interactive menus and decrease agent handle time
- Develop and organize account codes for profitability reporting
- Identify potential areas of improvement and communicate/document IC changes

Visit our web site for current course descriptions and pricing

[education.inin.com](http://education.inin.com)

or e-mail [education@inin.com](mailto:education@inin.com)



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### Workshop Prerequisites

Interactive Intelligence requires payment (either via program voucher or credit card) and a signed Partner Agreement or Nondisclosure Agreement on file from the attendee's company before attendance.

- Fluency in spoken and written English is essential as course materials and discussions are presented in the English language.

### Additional Training Opportunities

- Students desiring a better understanding of the configuration options available for Interaction Center should attend the **IC System Administration for Operations** class.
- Students desiring a better understanding of Interaction Attendant should attend the **Interaction Attendant Workshop**.
- Students desiring a better understanding of Reporting should attend the **IC Reporting 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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[education.inin.com](http://education.inin.com)

or e-mail [education@inin.com](mailto:education@inin.com)