

Partner Functional Roles

The tables below describe the different functions needed to make a successful contact center and should help you get a better understanding of each Interactive Intelligence course, training, or educational resource. Sections are divided by functional role and accompanied with our recommended training.

Highly Recommended Training – Recommended Training dependent on organization

Suggested Courses

All Users	
Functions	Training
<ul style="list-style-type: none"> Anyone in the partner organization that has contact with Interactive Intelligence systems, including those listed below 	<ul style="list-style-type: none"> Net Client WBT, Web Client WBT, Interaction Desktop WBT, Interaction Connect WBT (dependent on your organization) CIC Queue Types How ACD Selects an Agent How CIC Routes Interactions Based on Agent Skill Introduction to CIC Understanding the CIC Inheritance Model Understanding Users and Stations Just-in-time (JITS) videos

IC Expert / IC Technician	
Functions	Training
<ul style="list-style-type: none"> • <i>Implements and supports CIC for customers</i> • <i>Troubleshoots customers' CIC systems when CIC issues arise</i> • <i>Manages the technical aspects of the customer's CIC system, such as applying SUs, configuring CIC, configuring gateways, etc.</i> • <i>May set up the IVR and call flows for customers</i> 	<ul style="list-style-type: none"> • <i>Interaction Center Certified Engineer certification (ICCE)</i> • <i>IC Reporting</i> • <i>Just-in-time (JITS) videos</i>

Support Engineer	
Functions	Training
<ul style="list-style-type: none"> • <i>Supports and troubleshoots CIC for customer</i> 	<ul style="list-style-type: none"> • <i>Interaction Center Certified Engineer certification (ICCE)</i> • <i>IC Reporting</i> • <i>Just-in-time (JITS) videos</i>

IC Trainer	
Functions	Training
<ul style="list-style-type: none"> • <i>Trains supervisors, business users and agents on relevant applications</i> 	<ul style="list-style-type: none"> • <i>Administering the CIC System</i> • <i>All relevant Client training</i> • <i>Monitoring Contact Center Performance</i> • <i>IC Reporting</i> • <i>Quality Management in the Contact Center</i> • <i>Just-in-time (JITS) videos</i>

Sales Engineer / Sales Consultant	
Functions	Training
<ul style="list-style-type: none"> • <i>Manages the technical side of sales including designing a solution and giving a quote</i> 	<ul style="list-style-type: none"> • <i>Interaction Center Certified Engineer certification (ICCE) or Interaction Center Core Specialist (ICCS)</i> • <i>Interaction Dialer Certified Engineer (IDCE) Training</i> • <i>Quality Management in the Contact Center</i> • <i>Interaction Optimizer Certified Administrator (IOCA) Training</i> • <i>IC Reporting</i> • <i>Just-in-time (JITS) videos</i>

Sales / Account Management	
Functions	Training
<ul style="list-style-type: none"> • <i>Manages the rest of the sales process outside of the Sales Engineer's responsibilities</i> 	<ul style="list-style-type: none"> • <i>Administering the CIC System</i> • <i>Net Client WBT, Web Client WBT, Interaction Desktop WBT, Interaction Connect WBT (dependent on your organization)</i> • <i>CIC Queue Types</i> • <i>How ACD Selects an Agent</i> • <i>How CIC Routes Interactions Based on Agent Skill</i> • <i>Introduction to CIC</i> • <i>Understanding the CIC Inheritance Model</i> • <i>Understanding Users and Stations</i> • <i>Just-in-time (JITS) videos</i>

Application Developer

Functions	Training
<ul style="list-style-type: none"> • <i>Handles the creation of custom applications, creates custom ties from CIC systems to legacy systems, creates and manages small customizations to existing CIC products</i> 	<ul style="list-style-type: none"> • <i>Administering the CIC System</i> • <i>Interaction Center Handler Developer (ICHHD) Training</i> • <i>Interaction Center IceLib Developer (ICID) Training</i> • <i>Configuring Call Flows</i> • <i>Just-in-time (JITS) videos</i>

Interaction Dialer Expert

Functions	Training
<ul style="list-style-type: none"> • <i>Implements and configures Dialer for customers and ensures dialing efficiency</i> • <i>Troubleshoots Dialer issues for customers</i> • <i>May configure campaign properties for customers</i> • <i>May develop custom scripts for customers</i> 	<ul style="list-style-type: none"> • <i>Interaction Dialer Certified Engineer (IDCE) Training</i> • <i>Just-in-time (JITS) videos</i>

Interaction Recorder / Interaction Feedback Expert

Functions	Training
<ul style="list-style-type: none"> • <i>Deploys, configures and supports Interaction Recorder for customers</i> • <i>Deploys, configures and supports Interaction Feedback for customers</i> • <i>Transfers knowledge of Interaction Recorder and Interaction Feedback usage and best practices to customers</i> 	<ul style="list-style-type: none"> • <i>Quality Management in the Contact Center</i> • <i>Just-in-time (JITS) videos</i>

Interaction Optimizer Expert	
Functions	Training
<ul style="list-style-type: none"> • <i>Responsible for configuring customers' CIC systems in preparation for Optimizer</i> • <i>Deploys and configures Optimizer for customers</i> • <i>Consults with the customers before Optimizer deployments</i> • <i>Troubleshoots Interaction Optimizer</i> • <i>Understands workforce management and assists customers in usage of optimizer</i> 	<ul style="list-style-type: none"> • <i>IC Reporting</i> • <i>Administering the CIC System</i> • <i>Interaction Optimizer Certified Administrator (IOCA) Training</i> • <i>Just-in-time (JITS) videos/</i>

Interaction Reporting Expert	
Functions	Training
<ul style="list-style-type: none"> • <i>Understands the CIC reporting system</i> • <i>Recommends and explains the CIC reports to customers</i> • <i>Configures reporting within the CIC system</i> • <i>Creates custom reports for customers</i> • <i>Monitoring Contact Center Performance</i> 	<ul style="list-style-type: none"> • <i>IC Reporting</i> • <i>Monitoring Contact Center Performance</i> • <i>Just-in-time (JITS) videos</i>

