Roles Training

 GENESYS™

Premise Customer 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*
• *Anyone in the partner organization that has contact with Interactive Intelligence systems, including those listed below*	• *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*

Trainer	
Functions	*Training*
• *Trains business users and agents on relevant applications*	• *All relevant Client training* • *Monitoring Contact Center Performance* • *IC Reporting* • *Quality Management in the Contact Center* • *Just-in-time (JITS) videos*

Contact Center Manager / Supervisor

Functions	Training
• *Manages contact center agents, determines strategies for meeting departmental goals, handles performance reporting, and sets individual goals for agents*	• *Monitoring Contact Center Performance* • *IC Reporting* • *Just-in-time (JITS) videos*

Quality Manager

Functions	Training
• *Creates and administers IR categories, recording rules and developing questionnaires for scoring recordings*	• *Quality Management in the Contact Center* • *Just-in-time (JITS) videos*

Quality Evaluator

Functions	Training
• *Evaluates interaction recordings and provides agents with feedback to improve their performance* • *Tracks quality performance, reports on expectations and performance to agents and/or supervisors*	• *Quality Management in the Contact Center* • *Monitoring Contact Center Performance* • *IC Reporting* • *Just-in-time (JITS) videos*

Workforce Manager

Functions	Training
• *Forecasts workload, creates schedules, manages real-time operational performance and schedule adherence, and reacts to the real-time needs of the operation*	• *Interaction Optimizer Certified Administrator (IOCA)* • *IC Reporting* • *Just-in-time (JITS) videos*

Business Analyst

Functions	Training
• *Configures and distributes reports to stakeholders for contact center, team, and individual performance monitoring and evaluation*	• *IC Reporting* • *Just-in-time (JITS) videos*

IC Administrator

Functions	Training
• *Oversees the high-level administration of the IC system, was part of the implementation team, understands any integrations with pre-existing/in-house systems*	• *Interaction Center Core Specialist (ICCS) Bootcamp or Curriculum* • *Just-in-time (JITS) videos*

Daily CIC Administrator

Functions	Training
• *Performs moves, adds, and changes, troubleshoots Client usage difficulties, frequently on the Help Desk or Support team* • *Executes these responsibilities following the processes that the IC Administrator has put in place*	• *Administering the CIC System* • *Configuring Call Flows* • *Just-in-time (JITS) videos*

Outbound Campaign Administrator

Functions	Training
• *Manages the day-to-day usage of Dialer including, but not limited to: schedules, maintaining contact lists and DNC lists and investigating legal requirements*	• *Interaction Dialer Certified Engineer (IDCE) Training* • *Just-in-time (JITS) videos*

Dialer System Administrator

Functions	Training
• Performs moves, adds, and changes, troubleshoots Client usage difficulties, frequently on the Help Desk or Support team • Executes these responsibilities following the processes that the IC Administrator has put in place	• Interaction Center Core Specialist (ICCS) Bootcamp or Curriculum • Interaction Dialer Certified Engineer (IDCE) Training • Just-in-time (JITS) videos

Application Developer

Functions	Training
• Handles the creation of custom applications, creates custom ties from CIC systems to legacy systems, creates and manages small customizations to existin g CIC products	• Interaction Center Handler Developer (ICHD) Training • Administering the CIC System • Configuring Call Flows • Interaction Center IceLib Developer (ICHD) Training • Just-in-time (JITS) videos

IVR Developer

Functions	Training
• Responsible for creating and maintain IVRs by using Interaction Attendant	• Configuring Call Flows • Interaction Center Handler Developer Training • Just-in-time (JITS) videos

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