INTERACTIVE INTELLIGENCE®
DELIBERATE INNOVATION

Course Catalog

Introduction

Welcome to Interactive Intelligence Education Services! We have an exciting array of courses to help you become experts using the Interactive Intelligence products that will make your business a success. With classes available globally and online, we provide the training when and where you need it most. We offer Instructor-led Classroom Based Courses (ILC), Instructor-led Virtual Based classes (ILV), and Web Based (online self-paced) courses, all the flexibility you need to access training when you need it.

Using Interactive University

This catalog provides a list of our courses. So once you have found the course you want to attend, the next step is to register through Interactive University. Each course has a unique name and course code. Once you have that information, finding your class in the University is easy!

To log on to Interactive University:

1. Go to https://www.inin.education/, click the SIGN IN option, and enter the credentials for your account.
2. Choose the down arrow next to your name in the upper right corner of the screen, choose Account Settings, Preferences, and then Edit. Choose your time zone and hit Save.
3. Click on the CATALOG menu to view the list of available courses. You can then use the Search option to find the course that you are looking for by typing in your desired course name or course code. A list of courses matching the search criteria will be displayed. A single course may be available in multiple forms such as ILC, ILV, or WB.
4. Click a course name to view its details. For ILC courses, the displayed details will include the location information.
5. To purchase a course, click the Add to Cart button for that course. Complete the transaction and you are registered and ready to go! You will receive a confirmation e-mail with all the details about your class.

If you need more information about using Interactive University, check out our Interactive University Just-In-Time videos:
http://help.inin.com/justintime/index.html
You can also check out our FAQ document:
https://www.inin.com/sites/default/files/uploaded/Documents/Education/interactive_university_faqs.pdf

Training Types
ILC – Instructor-led Classroom Based Courses
ILV – Instructor-led Virtual Based Courses
WB – Web-based (online self-paced) Courses

Time Zones
CDT – Central Daylight Time, USA
COT – Bogota, Colombia
BRT – Sao Paulo, Brazil
CEST – Frankfurt, Germany
AEST – Sydney, Australia

Overview

Course Duration: 3 Days (8 hours per day)
ILC, ILV, WB

This course focuses on the development of strategic configurations of users/workgroups/roles to meet profitability objectives. Attendees will be guided through sub-components of the Interaction Administrator® People Container, exploring available configuration options. The focus of the class will be on setting appropriate user permissions to ensure resource availability to specific skillsets. Students will explore the configurable components of CIC's powerful ACD/Skills Based Routing engine. Material will also focus on Response Management, Client Configuration, Interaction Supervisor® Monitoring and Reporting.

Is it for you?

This course is recommended for the following roles:

- Daily CIC Administrator
- Application Developer

Class Start Date	Class Code	Delivery Type	Location/TimeZone
6/6/16	ED-012-NV-ADIC_06062016_BGTA	Virtual Class	COT
6/13/16	ED-012-NV-ADIC_06132016_BRZL	Virtual Class	BRT
6/20/16	ED-012-NV-ADIC_06202016_USNA	Virtual Class	CDT
7/4/16	ED-012-NV-ADIC_07042016_JHB	Classroom	Johannesburg
7/25/16	ED-012-NV-ADIC_07252016_USNA	Virtual Class	CDT
8/8/16	ED-012-NV-ADIC_08082016_EMEA	Virtual Class	CEST
8/22/16	ED-012-NV-ADIC_08222016_USNA	Virtual Class	CDT
9/19/16	ED-012-NV-ADIC_09192016_USNA	Virtual Class	CDT

INTERACTIVE INTELLIGENCE

Configuring Call Flows (ED-012-NV-CNCF)

Overview

Course Duration: 2 Days (8 hours per day)
ILC, ILV, WB

This course covers basic concepts of Interaction Attendant® such as Profiles, Schedules, and workgroup transfers. Students are introduced to more advanced concepts such as E-mail routing, database operations, and transfers using logical analysis.

Is it for you?

This course is recommended for the following roles:

- Application Developer
- IVR Developer

Class Start Date	Class Code	Delivery Type	Location/TimeZone
6/9/16	ED-012-NV-CNCF_06092016_BGTA	Virtual Class	COT
6/16/16	ED-012-NV-CNCF_0616016_BRZL	Virtual Class	BRT
6/23/16	ED-012-NV-CNCF_06232016_USNA	Virtual Class	CDT
7/7/16	ED-012-NV-CNCF_07072016_JHB	Classroom	Johannesburg
7/28/16	ED-012-NV-CNCF_07282016_USNA	Virtual Class	CDT
8/11/16	ED-012-NV-CNCF_08112016_EMEA	Virtual Class	CEST
8/25/16	ED-012-NV-CNCF_08252016_USNA	Virtual Class	CDT
9/22/16	ED-012-NV-CNCF_09222016_USNA	Virtual Class	CDT

INTERACTIVE INTELLIGENCE

IC System Configuration and Support (ED-012-NV-ILCS)

Overview

Course Duration: 3 Days (8 hours per day)
ILC, ILV

This course provides the student with the knowledge and skills necessary to configure and support Customer Interaction Center (CIC). The student will explore the SIP protocol, configure a VoIP environment, monitor and capture SIP traffic, and use that knowledge to support and troubleshoot a CIC system using Interactive Intelligence® and supported third-party products. Students will learn how to configure, troubleshoot and support the CIC System through a combination of instructor led lectures and hands-on labs.

Is it for you?

This course is recommended for the following roles:

- Daily CIC Administrator/Support
- IC Expert

Class Start Date	Class Code	Delivery Type	Location/TimeZone
6/20/16	ED-012-NV-ILCS_06202016_BRZL	Virtual Class	BRT
6/28/16	ED-012-NV-ILCS_06282016_USNA	Virtual Class	CDT
8/1/16	ED-012-NV-ILCS_08012016_USNA	Virtual Class	CDT

INTERACTIVE INTELLIGENCE

Interaction Center Core Specialist (ICCS) Bootcamp (ED-012-NV-ICCS)

Overview

Course Duration: 5 Days (8 hours per day)
ILC

This course is available to Customers only

This course provides the student with the knowledge and skills necessary to configure and support the Interaction Center product. The student will explore the SIP protocol, configure a VoIP environment, monitor and capture SIP traffic, and use that knowledge to support and troubleshoot a CIC system using Interactive Intelligence and supported third-party products. Students will also learn about CIC users, roles, and workgroups, and will use Interaction Attendant® to develop simple IVR menu structures.

Is it for you?

This course is recommended for the following roles:

- IC Administrator
- Dialer System Administrator

Class Start Date	Class Code	Delivery Type	Location/TimeZone
6/13/16	ED-012-NV-ICCS_06132016_IND	Classroom	Indianapolis
6/13/16	ED-012-NV-ICCS_06132016_BGT	Classroom	Bogota
8/1/16	ED-012-NV-ICCS_08012016_IND	Classroom	Indianapolis
8/15/16	ED-012-NV-ICCS_08152016_IND	Classroom	Indianapolis
8/15/16	ED-012-NV-ICCS_08152016_SYD	Classroom	Sydney, AU
8/22/16	ED-012-NV-ICCS_08222016_JHB	Classroom	Johannesburg
9/12/16	ED-012-NV-ICCS_09122016_IRV	Classroom	Irvine
9/26/16	ED-012-NV-ICCS_09262016_IND	Classroom	Indianapolis
9/26/16	ED-012-NV-ICCS_09262016_FRK	Classroom	Frankfurt, Germany

INTERACTIVE INTELLIGENCE

Quality Management in the Contact Center (ED-012-NV-QMCC)

Overview

Course Duration: 4 Days (8 hours per day)
ILV

In this course, students will utilize four Interactive Intelligence products to assist with building a better customer experience through monitoring and improving employee performance. Students will receive hands-on experience configuring Interaction Analyzer to watch for keywords and important phrases; Interaction Recorder to record interactions agents have with customers; Interaction Quality Manager, to analyze interactions and use them for coaching; and Interaction Feedback to survey customers and get a feedback loop in order to increase customer satisfaction.

Is it for you?

This course is recommended for the following roles:

- Trainer
- Quality Manager
- Quality Evaluator

Class Start Date	Class Code	Delivery Type	Location/TimeZone
9/26/16	ED-012-NV-QMCC_09262016_USNA	Virtual Class	CDT

INTERACTIVE INTELLIGENCE

Overview

Course Duration: 1 Day (8 hours per day)
ILV

This course is designed for personnel responsible for supervising and monitoring contact centers. Students will learn how to use real-time view and statistics through Interaction Center Business Manager, explore ways to utilize ICBM and Supervisor IPad Edition to engage employees regardless of their physical location, and review add-on products such as Marquee and Interaction Web Portal that can help with displaying just the right information to the right people.

Is it for you?

This course is recommended for the following roles:

- Trainer
- Contact Center Manager/Supervisor
- Quality Evaluator

Class Start Date	Class Code	Delivery Type	Location/TimeZone
9/30/16	ED-012-NV-MCCP_09262016_USNA	Virtual Class	CDT

INTERACTIVE INTELLIGENCE

Overview

Course Duration: 4 Days (8 hours per day)

ILC, ILV

This course prepare students to be successful in the deployment, configuration, schedule creation and maintenance of Interaction Optimizer. Students will receive hands-on experience configuring the Interaction Optimizer component software while using a customer-based implementation scenario throughout the course. Students will work through hands-on labs to create sample schedules and learn how to work with the input parameters, forecasts to achieve acceptable schedules. Students will also gain exposure to the Real Time Adherence module in Interaction Center Business Manager.

Is it for you?

This course is recommended for the following roles:

- Workforce Manager

Class Start Date	Class Code	Delivery Type	Location/TimeZone
6/21/16	ED-015-NV-IOCA_06212016_USNA	Virtual Class	CDT
7/12/16	ED-015-NV-IOCA_07122016_USNA	Virtual Class	CDT
8/30/16	ED-015-NV-IOCA_08302016_EMEA	Virtual Class	CEST
9/13/16	ED-015-NV-IOCA_09132016_USNA	Virtual Class	CDT

INTERACTIVE INTELLIGENCE

Interaction Center Handler Developer (ICHD) Training (ED-012-NV-ICHD)

Overview

Course Duration: 5 Days (8 hours per day)
ILC, ILV

This course builds the students handler foundation or skill set. It provides students with working knowledge of the Interaction Designer (ID), the tools, utilities, methods and strategies used when modifying or creating handlers. Students attending this course gain practical experience by creating, modifying, debugging and troubleshooting handlers.

Is it for you?

This course is recommended for the following roles:

- Application Developer

Class Start Date	Class Code	Delivery Type	Location/TimeZone
6/13/16	ED-012-NV-ICHD_06132016_SYD	Classroom	Sydney
6/20/16	ED-012-NV-ICHD_06202016_FRK	Classroom	Frankfurt
7/11/16	ED-012-NV-ICHD_07112016_BGTA	Virtual Class	COT
7/25/16	ED-012-NV-ICHD_07252016_USNA	Virtual Class	CDT
8/29/16	ED-012-NV-ICHD_08292016_USNA	Virtual Class	CDT

INTERACTIVE INTELLIGENCE

Interaction Center IceLib Developer (ICID) Training (ED-012-NV-ICID)

Overview

Course Duration: 5 Days (8 hours per day)
ILC, ILV

This course provides the student with the knowledge and skills necessary to successfully utilize the Interaction Center Extension Library (IceLib) to interact with Customer Interaction Center (CIC). This is the only required course to obtain the Interaction Center IceLib Developer (ICID) certification.

Click here to be put on a waitlist for an upcoming class.

Is it for you?

This course is recommended for the following roles:

- Application Developer

INTERACTIVE INTELLIGENCE

Interaction Dialer Certified Engineer (IDCE) Training (ED-012-NV-IDCE)

Overview

Course Duration: 5 Days (8 hours per day)
ILC, ILV

This course is designed for personnel responsible for developing and managing outbound campaign objectives, including compliance considerations and base script development. Employing interactive operational discussion and hands-on labs, students will gain insight into best practices for the outbound contact center, as well as create and modify all aspects of Interaction Dialer.

Is it for you?

This course is recommended for the following roles:

- Dialer System Administrator
- Outbound Campaign Administrator

Class Start Date	Class Code	Delivery Type	Location/TimeZone
6/13/2016	ED-011-NV-IDCE_06132016_USNA	Virtual Class	CDT
6/13/2016	ED-011-NV-IDCE_06132016_FRK	Classroom	Frankfurt
6/20/2016	ED-011-NV-IDCE_06202016_SYD	Classroom	Sydney
6/27/2016	ED-011-NV-IDCE_06272016_JHB	Classroom	Johannesburg
7/4/2016	ED-011-NV-IDCE_07042016_BGT	Virtual Class	COT
7/11/2016	ED-011-NV-IDCE_07112016_BRZL	Virtual Class	COT
8/1/2016	ED-011-NV-IDCE_08012016_IND	Classroom	Indianapolis

INTERACTIVE INTELLIGENCE

CaaS CORE Associate (ED-012-NV-CCA)

Overview

Course Duration: 40 hours
WB

For CaaS customers only

The CaaS CORE Associate (CCA) curriculum is designed to provide you with all of the knowledge necessary to successfully administer and support your CaaS system. It is highly recommended that individuals follow the learning path and take time to do the hands-on labs that are available. All of the information and items contained within this curriculum are designed to prepare you for the CaaS CORE Associate Assessment, and CaaS Certified Professional (CCP).

Is it for you?

This course is recommended for the following roles:

- Outbound Campaign Administrator
- IC Administrator
- Daily CIC Administrator

INTERACTIVE INTELLIGENCE