Administering the CIC System

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 PureConnect’s powerful ACD/Skills Based Routing engine. Material will also focus on Response Management, Client Configuration, Interaction Supervisor® Monitoring and Reporting.

For a schedule of our classes please refer to our website:
https://www.genesys.com/inin/about/services/education/courses

What you will learn

This course prepares the student to perform the following tasks:

- Identify the components of the Interaction Administrator interface and container structure.
- Identify key configuration elements at the Default User, Role, Workgroup, and User level.
- Understand the configuration options available for ACD/Skills-Based routing, and develop strategies to route interactions to support operational goals.
- Leverage functionality of Client templates, Reports, and Response Management resources to meet profitability objectives.

Is it for you?

This course is recommended for the following roles:

- PureConnect System Administrator
- Project Manager
- Operations Director
- Operations/Sales Manager/Supervisor
- Business Planner/Analyst/Forecaster
- Workforce Management Manager/Analyst
**Course Prerequisites**

Genesys training is available to Resellers, Partners, and Customers, both direct and indirect. To maximize the student's potential for successful course completion, each student is expected to:

- Be fluent in spoken and written English language.

**Virtual Instructor Led Class Requirements**

- All attendees are required to have a USB headset for VoIP audio.
- Registrations must be submitted no later than Wednesday prior to the class start date.
- Browser: Chrome TM 5.0 or newer is recommended. Internet Explorer and Edge are not supported.
- Internet: DSL or better
- Bandwidth: 700Kbps or more for simultaneous screen sharing, video and audio conferencing
- Additional software if using PC or MAC: Java™ 1.6 or higher recommended
- Valid credentials for Interactive University are required for entry.