Overview:
This bundle of courses teaches you the basic knowledge required to properly manage your PureConnect Cloud system. You are able to select the best learning method for your needs (in-person, virtual, or self-study) and schedule your attendance to fit your budget! These courses will qualify you for the Customer Interaction Center Core certification (exam cost included).

Included:
Administering the CIC System ED-012-NV-ADIC
Configuring Call Flows ED-012-NV-CNCF
Certification - CIC Core Exam ED-012-NV-WEXV-ICCE1

Availability:

<table>
<thead>
<tr>
<th>Method</th>
<th>Instructor-Led</th>
<th>Virtual Instructor-Led</th>
<th>Self Study</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration</td>
<td>5 Day(s)</td>
<td>5 Day(s)</td>
<td>30 Days Access</td>
</tr>
<tr>
<td>Pricing</td>
<td>38 TUs</td>
<td>38 TUs</td>
<td>38 TUs</td>
</tr>
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Course Objectives:
This bundle of courses 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.
- Design, build, and test a custom Auto Attendant set of menus and operations
- Navigate the Interaction Attendant user interface, tree structure and form area
- Recognize and use the files and storage structure used by the Interaction Attendant

Target Audience:
This bundle of courses is meant for a business focused audience

Course Prerequisites:
All prerequisites are included in the bundle.