Overview

Course Duration: 3 Days (8 hours per day)
ILT/VILT/self-study

This three-day class is available as either an instructor-led classroom-based class or an instructor-led virtual class or as self-study. This course provides the student with the knowledge and skills necessary to configure and support Interaction Center (IC). 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 PureConnect system using Interactive Intelligence® and supported 3rd-party products.

Students will learn how to configure, troubleshoot and support the PureConnect System through a combination of instructor led lectures and hands-on labs.

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:

- Configure SIP components of a PureConnect system
- SIP lines and line groups
- Dial Plan and Regionalization
- Configure Genesys products in a VoIP environment
- Monitor, capture and troubleshoot SIP traffic
- Use network analysis tools to troubleshoot VoIP issues
- Configure third-party SIP devices as part of an IC deployment

Is it for you?

This course is recommended for the following roles:

- PureConnect Daily Administrator/Support
- IC Expert

https://www.genesys.com/inin/about/services/education
Course Prerequisites

Genesys training is available to Resellers, Partners, and Customers, both direct and indirect. Administering the CIC System, and Configuring Call Flows are mandatory prerequisites for the IC System Configuration and Support course.

This is a technical course with exposure to Microsoft Windows Server 2008 and various networking concepts; therefore, all students must have knowledge/experience in the following areas:

- Windows Server Environment
- IP Networks – network management, routing, switching
- Basic knowledge of VoIP, telecommunications, and VoIP protocols
- Basic familiarity with IP PBX systems

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.