

CC Installation Foundation



Technical Training [CCIF201]

Enghouse Interactive – Partner Certification Course

Overview

Upon successful completion of CC Installation Foundation (CCIF201) course your engineers will become skilled in performing the discovery, design and implementation of the Core CC solution and be able to customise a solution to fit your customer's requirements.

CCIF201 is a blended course consisting of online/self-paced learning, Instructor lead (face to face or virtual) classroom sessions and practical enablement program.

Delivery	Duration	Price
Blended	Approx. 32 + 40 hours	AUS/NZ \$1,200 (ex GST) pp + enablement program

Audience

Partner Installation/Field Engineers

Objectives

Upon course completion engineers will be qualified to perform data discovery, installation and configuration of the following modules as well as perform CC system upgrades:

CC Modules	CCIF201
CC Voice Queuing (including Callback)	✓
CC Email Queuing	✓
CC Web Chat Queuing	✓
CC Voicemail and Unified Messaging for Exchange (n/a for SfB platform)	✓
CC Snapshot (Real Time Statistics)	✓
CC Redundancy	✓
CC Client Applications (TouchPoint and TP Console)	✓
CC Upgrades (from v.5.1 to latest)	✓

Prerequisites

Completion of CCSE200 curriculum and successful pass of the L2 Support certification exam.

Duration

Approximately 32 hours' blended delivery plus additional time for partner Enablement Program (approx. 40 hours) collaborative work on projects as agreed (crawl, walk, run).

Delivery

- 12 hours' self-learning/remote delivery
- 20 hours' (face to face or virtual) classrooms delivery
- Approximately 40 hours' collaborative work on agreed projects

Other Requirements

Partner is responsible for providing their own CC environment for student learning and practical exercises. This can be an existing production or a demo system. It is the Partner's responsibility to set the boundaries that define how the environment can be used and what change control should be followed. Enghouse Interactive takes no responsibility for student/internal staff making changes to the CC environment. Alternatively, if the Partner can provision temporary learning servers, Enghouse Interactive will supply software and a temporary 3 month (student) license key.

Assessment

Competency is assessed using a variety of assessment methods that include Quizzes, Practical Exercises, Certification Exam (85% pass) and a structured quality audit of the projects undertaken during the enablement phase.

Price

\$1,200 per person (excl. GST) – price is based on a minimum of 4 attendees.

In addition to the course cost there is a cost for the enablement program. This is usually done as a project revenue share approach.