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IT ACADEMY

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Class Code: ICM BOOTCAMP
Number of Days: 5
Format: Instructor-Led

ICM Bootcamp (ICM-BC) Version 7.0

Course Description: This five-day course is intended for personnel within the call center environment who will have day-to-day interaction with the ICM product from Cisco. The course combines elements from ICM product training (ICMPT Part 1 & 2). The course starts with an overview of ICM from the 40,000-foot level down to fundamental network design and ICM component process interaction. The students spend several days performing ICM configuration, basic scripting and basic reporting – building a duplexed ICM system from the ground up to accommodate 2 geographically dispersed contact centers. The course also spends time with installation, troubleshooting of components to include Web view, Internet Script Editor (ISE), Peripheral Gateway (PG) installation, database schema overview, external database connectivity and configuration, hot fix installation, and command line troubleshooting (rttest, opctest, procmon, dumplog).

Target Audience: This course is designed for call center managers, product managers, console operators, telecom analysts, application developers and other individuals responsible for:

- Working knowledge of MS Windows-NT server.
- Working knowledge of TCP/IP networking.
- Familiarity with your call center operations (ADC, network and any IVR implementation).

Prerequisites:

- Working knowledge of MS Windows-NT server.
- Working knowledge of TCP/IP networking.
- Familiarity with your call center operations (ADC, network and any IVR implementation).

Delivery Method: Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Course Objectives

- Configure a generic ICM system using the configure ICM utility.
- Create several call routing and administrative scripts using the Script Editor Utility 8.
- Generate real time and historical ICM reports using standard templates from the Web view utility.
- Perform the basic ICM maintenance, troubleshooting and component installation.

Course Outline

- Executive Overview – component, network and process overview; installation plans review.
- ICM configuration, scripting, monitoring and reporting.
- ICM installation, maintenance, and troubleshooting techniques.