

DAY 1	
Session	Topics
Morning (9:00-12:00)	<ol style="list-style-type: none"> 1. Welcome, Introductions, Administration 2. System Introduction: <ul style="list-style-type: none"> o The NICE Perform Solution o NICE Perform System Architecture o NICE Perform System Servers o Introduction to NICE Perform Application Suite 3. System Server Deployment & Optimization <ul style="list-style-type: none"> o Server Hardening o Software Components and Operating System Requirements and Configurations 4. Workstation Setup <ul style="list-style-type: none"> o Requirements for workstation o Installing .NET, ROD, NICE Player, and Report Viewer
Afternoon (13:00-17:00)	<ol style="list-style-type: none"> 1. NICE Interaction Server: <ul style="list-style-type: none"> o Purpose of the Interaction Server o Processes that make-up the Interaction Server o How a call is processed o Shutdown/startup of the Interaction Server 2. NICE Applications Server: <ul style="list-style-type: none"> o Purpose of the Applications Server o Review of the Applications Server services o Playback workflow 3. Total Recording Solution (TRS): <ul style="list-style-type: none"> o Purpose of TRS o Filling holes in DB

DAY 2	
Session	Topics
Morning (9:00-12:00)	<ol style="list-style-type: none"> 1. Voice Loggers: <ul style="list-style-type: none"> o NiceLog Voice Logger o Interaction Capture Unit o Hardware and components 2. Screen Loggers & Screen Recording: <ul style="list-style-type: none"> o Overview of the Screen Logger o Screen capturing fundamentals o Screen agent installation
Afternoon (13:00-17:00)	<ol style="list-style-type: none"> 1. Storage Center: <ul style="list-style-type: none"> o Creating Storage Groups and Units o Creating Storage Rules o Storage Center Investigator 2. User Administrator: <ul style="list-style-type: none"> o Organizational Security Settings o Methodology for creating profiles, users, and groups o Using List Editor for creating User Administrator lists 3. Advanced User Administration: <ul style="list-style-type: none"> o Importer Feature o Active Directory Integration

DAY 3	
Session	Topics
Morning (9:00-12:00)	1. Database Structure and Maintenance: <ul style="list-style-type: none"> ○ Overview of the various system databases ○ Overview of database relationships ○ Backing up the database ○ The Data Mart ○ Key tables 2. NICE Monitoring System (NMS): <ul style="list-style-type: none"> ○ Overview ○ SNMP console ○ 2D Map 3. System Administrator: <ul style="list-style-type: none"> ○ System component definition overview ○ Overview of channel mapping
Afternoon (13:00-17:00)	1. Multi-site configurations: <ul style="list-style-type: none"> ○ Remote sites ○ Full multi-site solution ○ Limitations 2. NICE Perform administration-related applications: <ul style="list-style-type: none"> ○ Rules Manager ○ Monitor ○ Audit Trail ○ Reporter - administration ○ Business Analyzer

DAY 4	
Session	Topics
Morning (9:00-12:00)	1. Call Flow Analysis: <ul style="list-style-type: none"> ○ Overview ○ Server processes ○ Finding interactions based upon CTI analysis 2. Audio Analysis: <ul style="list-style-type: none"> ○ Overview ○ Analysis types ○ Server processes ○ Lexicon Manager ○ Creating audio analysis rules
Afternoon (13:00-16:00)	3. Hands on