Getting Started Guide

Welcome ICMI Certification!   On the main page, clicking on the **Enter** button below the domain you are beginning will bring you to the course page for that domain.   The main part of this page is the Course Materials section, which contains all of the reading material, exercises and practice tests for the entire course.

Module 1 - The Role of Contact Centers	Complete	▶
Module 2 - The Driving Forces of Contact Centers	Complete	▶
Module 3 - Establishing & Using Service Level & Response Time Objectives	In Progress	▼
✔ 📄 Module 3 Study Guide		
✔ ℹ Module 3 Introduction		
Exercises		**Applies To**
✔ 📄 Lesson: Service Level or Response Time		[3.1]
✔ 📄 Lesson: Four Ways to Calculate Service Level		[3.2]
✔ 📄 Lesson: The Relationship of Service Level and Quality		[3.4]
Module 4 - Forecasting Definitions, Principles & Methodologies	Not Started	🔒

The course is divided into Modules.   Within each module is a consistent set of items:

- **Study Guide** – Begin by reading the material in the study guide for the module.   This is critical to establishing a foundation for the work in this module as well as future modules.

- **Introduction** – This is a short presentation that highlights key concepts from the study guide. Pay close attention to what is covered in the introduction as it will provide insight into the material that will be covered in exercises and ultimately on the test.

- **Exercises** – The remaining content within the module will be a collection of exercises that are intended to re-enforce and measure your comprehension of the study guide material. There is a wide variety of exercises including multiple choice and true/false questions, videos, drag and drop, fill in the blank and much more.   Exercises are teaching tools, not tests, so they often provide hints, additional information and opportunities to complete tasks multiple times.

When an item is completed, you may check it off by clicking on the gray checkmark next to that item.   Within a module items can be completed in any order you chose, however, we recommend you follow the order in which they are presented.

Also on this page is the domain progress ribbon. The ribbon head shows the percent completed within each domain. The ribbon will be completely filled once you've passed your test for a domain.

✔ To Check or Not to Check ✔

Certification Central allows the student to decide when they are done with an exercise by clicking on the checkmark to indicate it is complete. In some cases you may be unsure about when to check off an exercise, so here are some guidelines to keep in mind:

1. **Take your time.** If you are unsure about the material in an exercise, repeat the exercise or review the study guide until you have mastered it. The content in one module is often the foundation for later modules, so it is critical that you do not move forward until you are confident.

2. **Take a break.** Many of the exercises provide hints and allow multiple attempts so it is easy to become over-confident and move through the material too quickly.   To ensure comprehension and retention, wait a day or two and attempt the exercises again.

3. **Get Help.** If you are struggling with a concept or a particular exercise, get some help by asking an expert in your center, a trainer, or even posting a question in the forums on icmi.com.   The key is to get assistance right when you need it and avoid skipping challenging sections (which will only hurt you later in the course).

Ultimately only you can judge when you've mastered an exercise.   Being honest with yourself and keeping these suggestions in mind will give you the best chance for success.

WORKING THROUGH THE COURSE MATERIALS (cont.)

On the title bar of each module is a Status Field (to the right of the module name).   This status field will contain one of the following three values:

- *Completed* – this indicates that all items in the module have been completed.
- *In Progress* – the module you are currently working on.
- *Not Started* – these are modules you do not yet have access to because the previous module has not been completed

Additionally, to the right of the Status Field will be an icon. For Completed and In Progress modules, this will be a white triangle. Clicking on this triangle will open and close the module, giving you access to the content.   For *Not Started* modules, the icon will be a lock indicated that you do not yet have access to that module.

Completing a Module

A module is considered complete when all of the items within that module are checked off as done (showing green checkmark).   The check-off process is manual and the decision to check off an item is made by the student (see callout "To Check or Not to Check" on previous page).

As soon as the last item in a module is checked off, that module's Status is changed to *Complete* and the next module is unlocked and marked as *In Progress*.   Once *Completed*, a module's status cannot be changed but you will be able to access all of the content for *Completed* modules for the duration of the course.

SOME NOTES ABOUT THE EXERCISES

While the types of exercises will vary greatly throughout the course, there are some conventions that apply across all of the exercises.

- Click on an exercise title to launch it.   This will open it in a new window.   Close the exercise at any time by clicking on the **X** in the upper right corner.

- If you are revisiting an exercise, it will ask you if you'd like to continue where you left off. Click "Yes" to return to the last place you were, click "No" to start the exercise over.

- In most exercises you will see an icon that looks like this in the lower left corner: Clicking on this icon will open up a window containing the section of the study guide that is relevant to that exercise, allowing you to review the material without leaving the exercise.

- Some exercises have audio content that is critical to successful completion.   Any time audio is playing there will be a pulsing icon in the top right of the exercise screen that looks like this:

- In some places you will see a round blue icon similar to this: These icons provide more information related to something on the screen. Hover over the icon to see a brief description. Click on it for more detail.