



Education Services

Instructor-Led Operational Course Offering



Interactive Intelligence
Deliberately Innovative

Essentials of Interaction Feedback

Course Overview

Course Duration: 1 Day (Friday, 8:00am – 5:00pm)

This 1 day instructor led course provides the knowledge and skills necessary to successfully incorporate post-call surveys within your specific organization using Interaction Feedback. You will be introduced to the functionality of Interaction Feedback and how specific features and concepts can help your organization capture feedback more completely; to gauge satisfaction levels more precisely and improve service processes accordingly.

Intended Students

This is an Operational (non-technical) class. This class is recommended for the person(s) who fill the role of:

- **Contact Center Director/Manager/Supervisor:** This course is recommended for the person(s) involved with the daily and strategic operations of the Contact Center including but not limited to; quality assurance monitoring.
- **Interaction Recorder Administrator:** This course is recommended for the person(s) responsible for creating and administering post-call surveys.

Course Objectives

At the successful conclusion of this course, the student should have an in-depth understanding of how Interaction Feedback works and integrates to other Interaction Center contact center functionality. Course objectives include:

- Understand functionality of the Interaction Feedback system and how to apply functionality concepts to individual's operational business models.
- Understand design best practices for post-call surveys applicable to quality assurance, regulatory adherence, training and coaching techniques.
- Navigate and use Interaction Center Business Manager and Interaction Supervisor applications to monitor post-call surveys real-time.
- Use Interaction Feedback historical reports to gauge effectiveness of post-call surveys long-term.
- Create and associate questionnaires for scoring surveys using Interaction Recorder.

Course Agenda

- Customer Satisfaction Concepts and Best Practices
- CFI Group and ACSI
- Interaction Feedback Process Overview
- Introduction to Interaction Center Business Manager
- Building Customer Surveys with Interaction Feedback
- Creating ACSI Compliant Surveys
- Managing and Customizing the Interaction Feedback Library
- Monitoring and Reporting Survey Results

Visit our web site for current course descriptions and pricing

education.inin.com

or e-mail education@inin.com



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Course Prerequisites

Interactive Intelligence requires payment (either via program voucher or credit card) and a signed Partner Agreement or Non-Disclosure Agreement on file from the student's company before attendance.

To maximize the student's potential for successful course completion and/or certification, each student is expected to:

- Have a current *basic knowledge** of the Windows 2000, Windows NT 4.0 or Windows 95/98 interface and familiarity with its terminology.
- Have a current intermediate knowledge of industry level contact center concepts.
- Be fluent in the spoken and written English language. **

**Basic Knowledge* is defined as: User must be able to use Explorer interface to cut, paste, and copy files.

** The course materials and instructions are presented in the English language. Therefore, in order to fully benefit from the instruction, all students must be fluent in the English language.

Additional Training Opportunities

Students interested in other IC Contact Center information should consider the following instructor led courses:

- Interaction Center System Administration – Designing and Administering the ACD environment
 - Interaction Recorder Essentials – Performance Monitoring
 - Interaction Optimizer Administration – Work Force Management
 - Contact Center Best Practices Workshop
 - Interaction Center Reporting Workshop
- The Online Passport is recommended for all partners and customers of Interactive Intelligence

Visit our website at <http://education.inin.com> to register.

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