



INTERACTIVE INTELLIGENCE INC.®

EDUCATION CD ROM COURSE OFFERING

INTERACTION CLIENT COMPUTER-BASED TRAINING CD

INTENDED AUDIENCE: ALL INTERACTION CLIENT USERS
DURATION: 2 HOURS
RETAIL PRICE: Free – on the product CD –or- download from
<http://www.inin.com/support/cbt/>

OVERVIEW

The Interaction Client® 2.3 Computer-Based Training (CBT) is an interactive tutorial simulation designed to give users a thorough understanding of the Interaction Client portion of the Interaction Center-based product. This CBT is completed at the user's desk and can be offered as stand-alone training or as part of a more comprehensive classroom training experience. This training is completely self-contained on a CD-ROM, which can be run locally on the workstation, as well as from the CD-ROM or a network server, depending on hardware and network constraints. Every user of the Interaction Client, whether supervisor/manager or client service representative or enterprise user, will benefit from this training.

KEY FEATURES OF THE INTERACTION CLIENT 2.X CBT

- Complete coverage of Interaction Client 2.3 features in about 2 hours.
- Detailed course navigation controls.
 - Topic QuickLinks – takes you right to the information you seek.
 - Online glossary
- Intuitive lesson format – for a better learning flow.
- Presented as a Flash-based stand-alone multimedia presentation with text, graphics and sound.
- Each lesson offers interactive content and exercises for plenty of practice.
- Training is divided into 10 modular lessons, which can be completed separately or in consecutive order.

Note: Other portions of the Interaction Center platform, such as the Interaction Administrator®, the Interaction Designer® and other server components, are not covered in this training.

COURSE OBJECTIVES

After completing the CBT, the student should be able to immediately begin to execute all essential operations of the Interaction Client product.

Email Education@ININ.com for the most current descriptions and pricing.
Visit our web site at www.ININ.com/services/servicesoverview/servicesoverview.html

PREREQUISITES

This CBT assumes that you are an Interaction Client user. All you need is a desire to learn about the Interaction Client.

LESSONS

GETTING STARTED	Get an in-depth introduction to the Interaction Center and the CBT structure. Do not skip this lesson.
BASIC INTERACTIONS	Learn how to make calls, set your availability status, get supervisory assistance and more.
TRANSFERRING CALLS	Learn how to make blind, consult and drag-and-drop transfers and how to park calls.
ADVANCED INTERACTIONS	Learn about voice mail, recording, mute, private, camp, and chat sessions.
CONFERENCE CALLS	Learn how to start conference calls, add callers, and use conference chat.
UNIFIED MESSAGING	Learn how IC works with your e-mail program to give you access to all your messages.
BASIC QUEUES AND WORKGROUPS	Learn how to answer queue calls, monitor a user's queue and access and change workgroup information.
SUPERVISORY FUNCTIONS	Learn how to view queue pages, read summary statistics, use alerts, run reports and more.
DIRECTORIES AND SPEED DIAL	Learn how to access directories, create contacts, create speed dial entries and more.
CUSTOMIZING YOUR CLIENT	Learn how to change your Client window and how to use the Configuration page to customize your Client's appearance and behavior.

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