



## Education Services Online Course Offering



Interactive Intelligence  
Deliberately Innovative

# Interaction Supervisor Computer-Based Training

## Course Overview

Course Duration: 2 Hours

The InteractionSupervisor® Computer-Based Training (CBT) is an interactive tutorial simulation designed to give users a thorough understanding of the Interaction Supervisor 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. Every user of Interaction Supervisor, whether supervisor/manager or client service representative or enterprise user, will benefit from this training.

## Intended Students

This course is recommended for:  
**All Interaction Supervisor Users**

## Course Objectives

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

## Course Agenda

Introduction	Get an introduction to the CBT structure and Interaction Supervisor.
Getting Started	Learn how to login to Interaction Supervisor, what command line parameters are available, and where to find help.
Queue Monitor and Alerts	Learn about the queue monitor controls, columns, toolbars, stations, captions, and alerts.
Managing Graphs	Learn about the graph view and the options for customizing the view.
Agent management	Learn how to activate an agent, assist agents with interactions, create supervisor messages, listen to a queue, join an agents' interaction, coach an agent, monitor chat sessions and ACD emails, and run a report.
System Monitoring	Learn about the views available in the System plug-in.
Workgroup Monitoring	Learn about the views available in the Workgroup plug-in.

Visit our web site for current course descriptions and pricing

[education.inin.com](http://education.inin.com)

or e-mail [education@inin.com](mailto: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 Microsoft Windows interface and familiarity with its terminology.
- 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 online 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.*

In order to complete the online simulation, the following software requirements must also be met:

- Internet Explorer 5.x or greater must be installed.
- The latest version of the Macromedia Flash plug0in. ([www.macromedia.com/downloads](http://www.macromedia.com/downloads)) must be installed.

It may also be necessary to enable your browser's ActiveX control to run the Flash simulations.

#### Additional Training Opportunities

- Students desiring additional information on administering the Interaction Center System should consider the online **Basic Administration** course that is available in the Online Passport or the instructor-led **IC Administration for Operations** course.
- 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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