



Education Services Online Course Offering



Interactive Intelligence
Deliberately Innovative

.NET Client Basics Computer-Based Training

Course Overview

Course Duration: 1 Hour

The .NET Client® Basics Computer-Based Training (CBT) is an interactive tutorial simulation designed to give users a basic 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 and can be downloaded from the Interactive Intelligence Support website. Every user of the .NET Client, whether supervisor/manager or client service representative or enterprise user, will benefit from this training.

Intended Students

This recommended for:

All .NET Client Users

For 2.x .Interaction Client Users, please see the 2.x .Interaction Client. For Outlook Client Users, please see the Outlook Client CBT. For additional training on the .NET Client, please see the .NET Client Complete CBT.

Course Objectives

After completing the CBT, the student should be able to immediately execute all basic operations of the .NET Client.

Course Agenda

Getting Started	Get an in-depth introduction to the Interaction Center and the CBT structure..
Introduction	Learn how to start the Client, find help, minimize and exit the Client, change your status, resize the Client window, sort and move columns, and dock pages.
Call Handling I	Learn how to answer a call, disconnect a call, make an external and internal call, and place a call on hold.
Call Handling II	Learn about the voice mail, recording, mute, private, camp, call back and chat features.
Transferring Calls	Learn how to make blind, consult, drag-and-drop transfers, and how to place and/or answer a parked call.
Conference Calls	Learn how to start conference calls, add and remove callers from a conference call, place a conference call on hold, and how to end a conference call.

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 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 plugin. (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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