



## Education Services Online Course Offering



Interactive Intelligence  
Deliberately Innovative

# Interaction Client Outlook Edition Computer-Based Training

## Course Overview

Course Duration: 2 Hours

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

## Intended Students

This is a non-technical class, and is recommended for those person(s) in the role of:

- **All Outlook Client Edition Users**  
For 2.x .Interaction Client Users, please see the 2.x .Interaction Client. For .NET Client Users, please see the .NET Client Basic CBT or the .NET Client Complete CBT.

## Course Objectives

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

## Course Agenda

|  |   |
|--|---|
| Getting Started  | Introduction to the CBT structure.  |
| Introduction to the Interaction Client Outlook Edition | Learn how to access Interaction Client Outlook Edition help, change your status, and sort and move columns. |
| Call handling I  | Learn how to answer incoming calls, make internal and external calls, put calls on hold, and more.          |
| Call Handling II                                       | Learn about voice mail, recording, mute, private, camp, and chat sessions.                                  |
| Transferring Calls                                     | Learn how to make blind, consult and drag-and-drop transfers and how to park calls.                         |
| Conference Calls                                       | Learn how to start conference calls, add callers, and use conference chat.                                  |

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 \_\_\_\_\_ 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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or e-mail [education@inin.com](mailto:education@inin.com)