

# Education Services

## Training Materials



# Interaction Client® Training Books-On-Demand

## Training Guide for ACD Agents

### Course Overview

Course Duration: ½ Day

Interaction Client Training Books-On-Demand allow you to present on-site Interaction .NET Client Training and rapidly assemble a tailored set of handouts to support the learning experience.

The topics in the Books-On-Demand Training Guide for ACD Agents provide the student with the skills necessary to successfully use basic functions of the .NET version of the Interaction Client in an ACD environment. The student will learn how to perform basic functions through a combination of instructor-led demonstrations and hands-on labs.

With Books-On-Demand, you can completely customize the training materials. If you don't need to train on a particular feature, that piece can be excluded from the book and the Table of Contents. Each time you use the materials, you can customize them to fit your current needs.

*Note: The Books-On-Demand are valid for the current version only. Newer versions of Books-On-Demand must be purchased separately.*

### Intended Students

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

- **Trainer:** Responsible for providing Interaction Client Agent training and written training materials.
- **Agents:** ACD agents using the basic functions of the Interaction Client.

### Course Objectives

This course prepares the student to:

- Place and receive calls using the Interaction Client
- Transfer calls using the Interaction Client
- Conference Calls using the Interaction Client
- Set status using the Interaction
- Work with calls in an ACD environment
- Customize the Interaction Client

### Course Topics

- Interaction Client Overview
- Log in to the Interaction Client
- Answering and Placing Calls
- Working with Status
- Using the Client Function Buttons
- Transferring Calls
- Conferencing Calls
- Managing Voicemail, Email and Faxes
- Working with Chats
- ACD Workgroup Functions
- Configuring the Interaction Client
- Adding Speed Dial Pages
- Working with Rules
- Supervisory Features Overview
- Log Out of Interaction Client

Visit our web site for current course descriptions and pricing

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

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 Nondisclosure 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:

- Be fluent in the spoken and written English language \*
- Be an active Business user or Agent utilizing the Interaction Client

*\* The course materials, lab materials, and lectures are delivered in English. In order to benefit from the instruction, all students must be fluent in the English language.*

### Other Recommended Courses

Students desiring additional information on how to use the Interaction .NET Client should also view the **Interaction Client CBT**.

Additional written documentation is also available in the **Interaction Client Business User Guide** and the **Interaction Client Call Center Agent User Guide**.

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

Students will also benefit from the **Online Passport**.

Visit our website at [www.inin.com/education](http://www.inin.com/education) to examine all training opportunities

Visit our web site for current course descriptions and pricing

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

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