

# Education Services

## Training Materials



# Interaction Client® Training Books-On-Demand

## Training Guide for Outlook Client Users

### Course Overview

Course Duration: ½ Day

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

The topics in the Books-On-Demand Training Guide for Outlook Client Users provide the student with the skills necessary to successfully use basic functions of the Outlook version of the Interaction Client. 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 Business user, Agent, or Supervisor training and written training materials.
- **Business User or Agent:** Business Users or ACD agents using the basic functions of the Interaction Client or Supervisors using the basic functions of Interaction Supervisor or Interaction Recorder Client.

### Course Objectives

The Books-On-Demand is a series of individual training guides that 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 Client
- Customize the Interaction Client

### Course Agenda

**The topics for Interaction Client .Net or Outlook editions for Business Users and Agents can be presented separately based on the needs of your users.**

- The Interaction Client Overview
- Log in to the Interaction Client
- Answering and Placing Calls in the Interaction Client
- Using the Client Function Buttons
- Changing your Status
- Conferencing Calls
- Transferring Calls
- Managing Voicemail, Email and Faxes
- Configuring the Interaction Client
- Customizing the Interaction Client (Includes adding Speed Dials, Working with Rules)
- 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)