

Education Services

Training Materials



Interaction Recorder® Client Books-On-Demand Training Guide

Course Overview

Course Duration: ½ Day

Interaction Recorder Client Training Books-On-Demand allow you to present on-site Interaction Recorder 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 the Interaction Recorder Client provide the student with the skills necessary to successfully use basic functions of the Interaction Recorder 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 Recorder Client Business user, Agent, or Supervisor training and written training materials.
- **Business User, Supervisor:** Business Users or Supervisors using the basic functions of the Interaction Recorder Client.

Course Objectives

The Books-On-Demand is a series of individual training guides that prepares the student to:

- Search and play back Recordings
- Create queries
- Create Custom Attributes
- Score Recordings
- View Interaction Recorder Statistics

Course Agenda

The topics for Interaction Recorder Client can be presented separately based on the needs of your users.

- Interaction Recorder Client Overview
- Interaction Recorder Client Options
- Viewing and Working with Recordings
- Working with Queries
- Scoring Recordings
- Interaction Supervisor™ Features

Visit our web site for current course descriptions and pricing

www.inin.com/education

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 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

Additional documentation is available in the online Documentation Library.

Students desiring additional information on installing and administering Interaction Recorder should consider the **Interaction Recorder Administration** instructor-led course.

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

Visit our website at www.inin.com/education to examine all training opportunities.

Visit our web site for current course descriptions and pricing

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or e-mail education@inin.com