

# Education Services

## Training Materials



# Interaction Supervisor™ Training Books-On-Demand

## Course Overview

Course Duration: ½ Day

Interaction Supervisor Training Books-On-Demand allow you to present on-site Interaction Supervisor 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 Supervisors provide the student with the skills necessary to successfully use basic functions of Interaction Supervisor. 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.
- **Supervisors:** Supervisors using the basic functions of the Interaction Supervisor.

## Course Objectives

This course prepares the student to:

- Perform Supervisory functions for agents and workgroups
- Assist agents on calls
- Monitor agents and workgroups
- Set Alerts for specific conditions

## Course Agenda

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

- Interaction Supervisor Overview
- Supervisory Buttons
- Agent Detail View
- Workgroup Detail View
- Agent and Workgroup Overview Views
- Working with Graph Views
- Setting Alerts
- Activating/Deactivating Workgroup Members
- Reporting

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)

# Education Services

## Training Materials



## Interaction Supervisor Training Books-On-Demand

### 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 Interaction Supervisor

*\* 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 Interaction Supervisor should consider the **3.0 Interaction Supervisor** on-line training course, available on the **Online Passport**.

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)