

# Education Services

## Training Materials



# Interaction Client® Training

## Books-On-Demand

### Course Overview

Course Duration: ½ Day – 1 Day

Interaction Client Training Books-On-Demand series allow you to present on-site training for the Interaction .NET Client, Outlook Client, Recorder Client and Interaction Supervisor. The books are designed to help you rapidly assemble a tailored set of handouts to support the learning experience.

The topics in the Books-On-Demand handouts provide the student with the skills necessary to successfully use basic functions of the Interaction Client, Interaction Recorder® Client and Interaction Supervisor™ through a combination of instructor-led demonstrations and hands-on labs.

*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, Agents:** Business Users or ACD agents using the basic functions of the Interaction Client or Interaction Recorder Client.

**Supervisors:** Business Users or ACD agents using the basic functions of Interaction Supervisor.

### Course Objectives

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

- Successfully place and receive calls using the Interaction .NET or the Outlook Client.
- Use the Interaction Client to transfer calls.
- Use the Interaction Client to initiate and participate in conference calls.
- Configure and customize the Interaction Client.
- Configure and use the Interaction Recorder Client to retrieve, listen and score interactions.
- Use Interaction Supervisor to monitor and assist workgroups and agents.

### Course Agenda

**The topics for Interaction .NET Client Training or Outlook Client Training for both 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 and customizing the Interaction Client (includes adding Speed Dials, Working with Rules)
- Log out of the 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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## Interaction Client Training Books-On-Demand

### Course Agenda

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

- Interaction Supervisor Overview
- Supervisory Buttons
- Agent and Workgroup Views
- Setting Alerts
- Basic Reporting Functions
- Transferring Calls

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

- The Interaction Recorder Client Overview
- Interaction Recorder Client Options
- Viewing and working with recordings
- Creating Queries
- Scoring Recordings
- Interaction Supervisor Functions

### Course Prerequisites

**Interactive Intelligence, Inc. (Interactive) training is available to Resellers, Partners, and Customers, both direct and indirect. Interactive prospective customers must have a signed non-disclosure agreement on file before registering for class.**

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

Students desiring additional information in using the Interaction Client should also view the **Interaction Client CBT**.

Additional User Guides are also available for the Interaction Client in the online Documentation Library.

Students desiring additional information on administering the Interaction Center System should consider the **Interaction Center Administration** 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)