

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

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or e-mail education@inin.com

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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® 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

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 **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 to examine all training opportunities.

Visit our web site for current course descriptions and pricing

www.inin.com/education
or e-mail education@inin.com