

Education Services

Instructor-Led Operational Course Offering



Interaction Recorder® Administration

Course Overview

Course Duration: 2 days (8:30am-5:00pm)

This instructor-led course provides the knowledge and skills necessary to successfully administer Interaction Recorder within customer organizations. Students will learn the components and architecture of the Interaction Recorder product and how specific features and concepts can be applied in business environments using customer-based implementation scenarios.

Students will learn how to configure key elements and features of Interaction Recorder such as Recording Rules, Screen Capture and Encryption, through a combination of instructor led presentations, and lab exercises.

Students will also learn how Interaction Recorder is used to perform day-to-day tasks for adherence and compliance, and for monitoring, coaching and training contact center agents with the Interaction Recorder Client, as well as advanced tasks including; creating recording categories, building searches and creating questionnaires for use with Interaction Scorer.

Note: This course does **not** teach use of the Interaction Administrator® for administration of an Interaction Center Platform™ server. Interaction Administrator is introduced with sole focus on key configuration points for Interaction Recorder functionality.

Intended Students

This is a technical class, and is recommended for those person(s) in the role of:

- **Interaction Center/Interaction Recorder Administrator:**
This course is recommended for the person(s) responsible for creating and administering IR features and functionality.

Course Objectives

At the successful conclusion of this course, the student should be able to complete common Interaction Recorder tasks. Course objectives include:

- Define the functionality of the IR System and how to apply functionality concepts to operational business models
- Perform Interaction Recorder administrative tasks including:
 - Configuring Recording Selection Rules
 - Creating Recording Categories and Categorization Rules
 - Performing basic user configuration in Interaction Administrator
 - Create and associate questionnaires for scoring recordings
 - Monitoring system performance
 - Basic troubleshooting
- Navigate and use the IC Business Manager to search, playback and score recordings

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 Agenda

- Introduction to Interaction Recorder
- Interaction Recorder Implementation
- Interaction Recorder Screen Recorder Implementation
- Working with Searches
- Working with Recordings
- Questionnaire Builder
- Interaction Recorder Reports
- Troubleshooting and Support

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:

- Have been designated as an administrator of Interaction Recorder.
- Be fluent in spoken and written English language.**

** The course materials and instructions are presented in the English language. Therefore, in order to fully benefit from the instruction, all students must be fluent in the English language.

Additional Training Opportunities

- Students desiring an understanding of how Interaction Recorder is installed and integrated into the Interaction Center system should attend the instructor-led **Interaction Recorder Deployment** course.
- Students desiring a better understanding of the configuration options available for Interaction Center should attend the **Interaction Center Administration** course.
- The **Online Passport** is recommended for all partners and customers of Interactive Intelligence.

Visit our website at www.inin.com/education to register.

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