

Education Services

Online Course Offering



.NET Client online E-Learning Full Version

Course Overview

Course Duration: 3 Hours

The .NET Client E-Learning course is an interactive tutorial simulation designed to give users a thorough understanding of the .NET Client portion of the Interaction Center-based product. This E-Learning course is completed via a web browser and can be offered as stand-alone training or as part of a more comprehensive classroom training experience. This training is completely self-contained and is offered through ININ University. Every user of the Interaction Client, whether supervisor/manager or client service representative or enterprise user, will benefit from this training. For information and pricing email Education@inin.com.

Intended Students

This recommended for:

- All .NET Client Users
For 2.x .Interaction Client Users, please see the 2.x .Interaction Client. For Outlook Client Users, please see the Outlook Client E-Learning course.

Course Objectives

After completing the course, the student should be able to immediately execute all essential operations of the .NET Client product.

Course Agenda

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| Getting Started | Get an in-depth introduction to the Interaction Center and the E-Learning structure. Do not skip this lesson. |
| Introduction | Learn how to start the Client, find help, minimize and exit the Client, change your status, resize the Client window, sort and move columns, and dock pages. |
| Call Handling I | Learn how to answer a call, disconnect a call, make an external and internal call, and place a call on hold. |
| Call Handling II | Learn about the voice mail, recording, mute, private, camp, call back and chat features. |
| Transferring Calls | Learn how to make blind, consult, drag-and-drop transfers, and how to place and/or answer a parked call. |
| Conference Calls | Learn how to start conference calls, add and remove callers from a conference call, place a conference call on hold, and how to end a conference call. |
| Unified Messaging | Learn how to open and play voicemail messages, view faxes, and about queue distribution of e-mails and chats. |
| Basic Queues and Workgroups | Learn how to answer queue calls, monitor a user's queue and access and change workgroup information. |
| Directories and Speed Dial | Learn how to access directories, create and add a speed dial page, create a contact and speed dial entry, and more. |
| Configuring Rules and Pages | Learn how to configure rules and add/remove pages from your Client. |
| Customizing Your Client | Learn how to change your Client window and how to use the Configuration page to customize your Client's appearance and behavior. |

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, 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 a current *basic knowledge** of the Microsoft Windows interface and familiarity with its terminology.
- Be fluent in the spoken and written English language. **

**Basic Knowledge* is defined as: User must be able to use Explorer interface to cut, paste, and copy files.

*** The online 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.*

In order to complete the online simulation, the following software requirements must also be met:

- Internet Explorer 7.x or greater must be installed.
- The latest version of the Adobe Flash plug-in. (www.adobe.com/downloads) must be installed.

It may also be necessary to enable your browser's ActiveX control to run the Flash simulations.

Additional Training Opportunities

- Students desiring additional information on administering the Interaction Center System should consider the online **Basic Administration** course that is available in the Online Passport or the instructor-led **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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