

Education Services

Online Course Offering



.NET Client Computer-Based Training Full Version

Course Overview

Course Duration: 3 Hours

The .NET Client® Computer-Based Training (CBT) is an interactive tutorial simulation designed to give users a thorough understanding of the .NET Client portion of the Interaction Center-based product. This CBT is completed at the user's desk 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 CBT.

Course Objectives

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

Course Agenda

Getting Started	Get an in-depth introduction to the Interaction Center and the CBT 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

Education Services

Online Course Offering



.NET Client Computer-Based Training Full Version

Course Prerequisites

Interactive Intelligence® requires payment (either via program voucher or credit card) and a signed Partner Agreement or Non-Disclosure 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:

- 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 5.x or greater must be installed.
- The latest version of the Macromedia Flash plugin. (www.macromedia.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 **IC Administration for Operations** course.
- The **Online Passport** is recommended for all partners and customers of Interactive Intelligence.

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

Visit our web site for current course descriptions and pricing

www.inin.com/education

or e-mail education@inin.com