

Education Services

Online Package Offering



Online Passport

Course Overview

The Online Passport is a 1 year subscription to all of our non-certification online courses for your entire organization. An unlimited number of individuals from your organization can access the online curriculum using one login anytime.

One set of login credentials is provided and can be distributed to all users. Multiple users can log in at the same time using the same set of access credentials.

Intended Students

The courses in this package range from technical training to end-user training.

- **Users, Managers, Supervisors, System Administrators, & Support Engineers** will all benefit from the courses in this package.

Additional Information

Need to learn a specific task? Scroll through our ever growing list of individual task-oriented lessons! Content is presented in various formats

- CBTs, simulations
- PDFs
- EduBytes

The courses within this package do not contain exams, as they are intended for individual learning and to be used as reference materials. Attendance is not tracked in these courses.

Courses Available

The Online Passport contains a number of EduBytes, online classes and webinars that cover an array of topics in the Interaction Center environment. Some of the common topics that are available are:

- Interaction Administrator®
- Interaction Attendant®
- Customer Interaction Center™ (CIC) Reporting
- eFAQ
- Interaction Client® CBTs – all editions
- Interaction Supervisor™
- Interaction Center Licensing
- Interaction Dialer®
- IceLib
- Interaction Recorder®
- Interaction Designer®
- Proxies and Gateways
- Hardware
- Tools and Utilities
- Troubleshooting

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® 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 plug0in. (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 **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.

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or e-mail education@inin.com