

Education Services

Online Course Offering



Interaction Client® Outlook Edition online E-Learning

Course Overview

Course Duration: 2 Hours

The Interaction Client Outlook Edition E-Learning course is an interactive tutorial simulation designed to give users a thorough understanding of the Interaction Client Outlook Edition portion of the Interaction Center-based product. This 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. Every user of the Interaction Client Outlook Edition, whether supervisor/manager or client service representative or enterprise user, will benefit from this training.

Intended Students

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

- **All Outlook Client Edition Users**
For 2.x .Interaction Client Users, please see the 2.x .Interaction Client. For .NET Client Users, please see the .NET Client Basic E-Learning course or the .NET Client Complete E-Learning course.

Course Objectives

After completing the program, the student should be able to immediately execute all essential operations of the Interaction Client Outlook Edition product.

Course Agenda

Getting Started	Introduction to the E-Learning structure.
Introduction to the Interaction Client Outlook Edition	Learn how to access Interaction Client Outlook Edition help, change your status, and sort and move columns.
Call handling I	Learn how to answer incoming calls, make internal and external calls, put calls on hold, and more.
Call Handling II	Learn about voice mail, recording, mute, private, camp, and chat sessions.
Transferring Calls	Learn how to make blind, consult and drag-and-drop transfers and how to park calls.
Conference Calls	Learn how to start conference calls, add callers, and use conference chat.

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 **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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