

Education Services

Online Course Offering



Interaction Recorder Client online E-Learning

Course Overview

Course Duration: 2 Hours

The Interaction Recorder Client E-Learning course is an interactive tutorial simulation designed to give users an understanding of the Interaction Recorder Client 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 Recorder Client, whether supervisor/manager or client service representative, will benefit from this training.

Intended Students

This course is recommended for:

- All Interaction Recorder Client Users

Course Objectives

After completing the course, the student should be able to immediately begin to execute all essential operations of the Interaction Recorder Client.

Course Agenda

Getting started	An introduction to the E-Learning structure.
Overview	Learn how to start/open the Interaction Recorder Client application, what the Recorder Client window looks like, the different views, the menu options, and define what each of the toolbar icons are used for.
Client configuration options	Learn how to customize local client management properties.
Recordings	Learn how to view and work with call, email, chat, and screen recordings.
Working with Queries	Learn how to use the Query Builder and search for recordings based on attributes associated with recordings.
Scoring	Learn how to create a new ranking, create a new questionnaire directory, build a new questionnaire, and score a recording.
Interaction Recorder functions with Interaction Supervisor	Learn how Interaction Supervisor® works with the Interaction Recorder Client to view Recorder statistics, create alerts, and view a Score report.

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.
- Students desiring additional information regarding the Interaction Recorder product should consider the **Interaction Recorder Administration** instructor-led course.
- The **Online Passport** is recommended for all partners and customers of Interactive Intelligence.

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