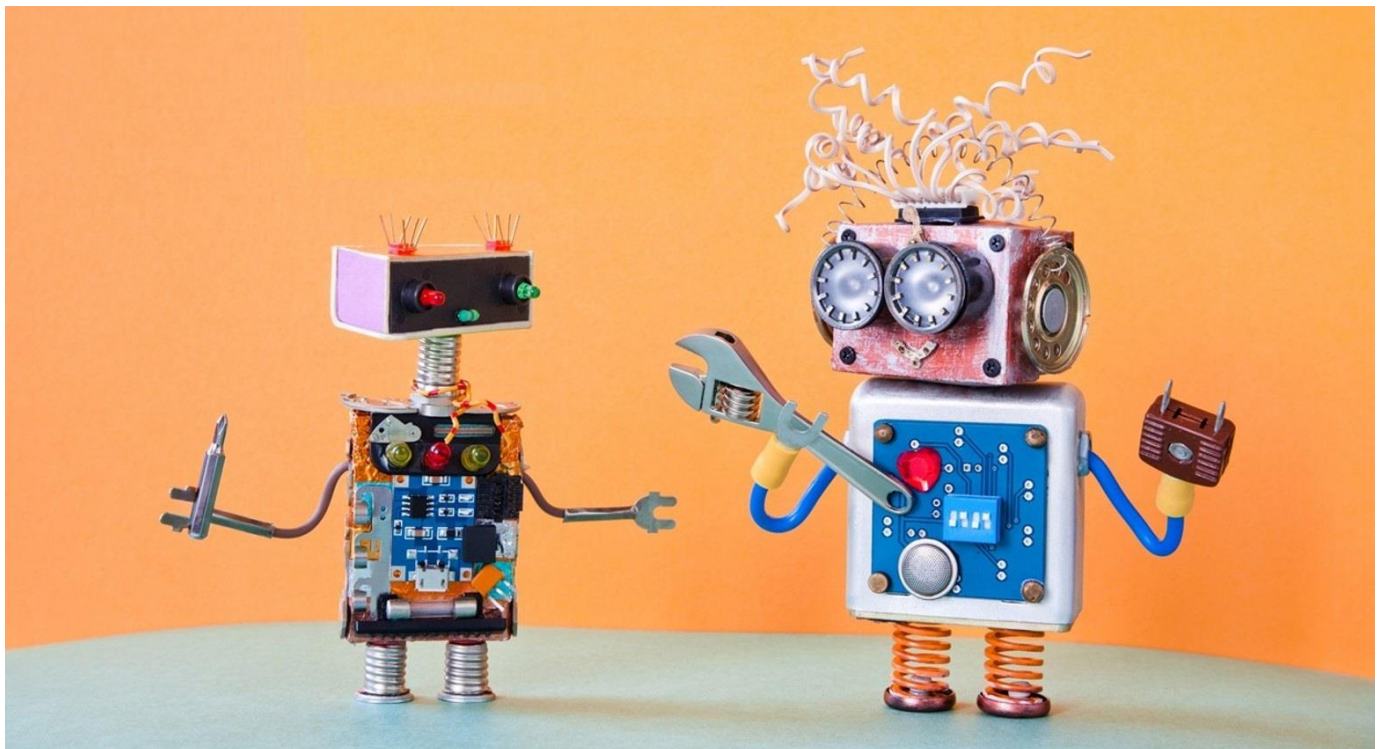


Course Profile: Dialogue Builder Level 1

Liberty Converse



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1 Training Facilities & Requirements Onsite

Instructor-led training from Netcall is either delivered on customer premises or via Netcall's online GoToTraining platform. The training facilities below detail the requirements to ensure successful training delivery in both instructor-led learning environments. For training to be effective a training suite/room capable of hosting I.T. training is preferred with the following:

- One computer per learner connected to the organisation network.
- One computer for the trainer connected to the organisation network.
- Every computer must have Internet access and able to access Netcall's Liberty training environment here: <https://libertytrain4.netcall.com>.
- A digital projector or SMART board, television or large screen connected to the trainer machine.
- White board or flip chart.
- A suitable space to sit delegates for an extended period of time.
- Telephones with DDI access (ideally with speaker phone capability).

If a training suite/room is not attainable the following must be supplied as a minimum in any room used:

- One computer for the trainer connected to the organisation network.
- The one computer must have Internet access and able to access Netcall's Liberty training environment here: <https://libertytrain4.netcall.com>.
- A digital projector or SMART board, television or large screen connected to the trainer machine.
- White board or flip chart.
- A suitable space to sit delegates for an extended period of time.
- Telephones with DDI access (ideally with speaker phone capability).

2 Training Facilities & Requirements for Online using GoToTraining Platform

For training to be effective each learner should have:

- Access to the GoToTraining remote instructor-led training session from their own computer.
- Access to a telephone to dial into the audio or a computer and suitable headset/microphone device to enable audio streaming.
- Have tested their connectivity and computer compatibility by following the computer test link here: <https://support.logmeininc.com/gotomeeting/get-ready>
- Be situated in a suitable space for an extended period of time.

3 Dialogue Builder Level 1

Duration: ½ day

Course Overview

The objective of the Liberty Converse Dialogue Builder Level 1 training course is to introduce learners to basic call flow design using the Liberty Converse Dialogue Builder application. The course will concentrate on the core call flow blocks that commonly found in most call flows.

Target Audience

The course is aimed towards members of staff who have system administration or dialogue administration responsibilities particularly towards creating and maintaining call flows.

Course Outcomes

By the end of the session attending delegates will be able to create and deploy simple call flows based on Netcall's key recommendations.

Prerequisites

Preferably attendees should have knowledge of their organisation's telephony requirements.

Course Content

Introducing Dialogue Builder

Objective: To understand the concept and terminology of the Liberty Converse Dialogue Builder concentrating on the core script blocks.

- What is Dialogue Builder?
- The Dialogue Builder four core blocks
- Remaining Dialogue Builder blocks

Designing a Call Flow

Objective: To understand the fundamentals of designing a call flow prior to building in the dialogue builder.

- Create a Call Flow Diagram
- Add prompts to the Call Flow

The Dialogue Builder Interface

Objective: To understand how to access the dialogue builder interface, how to search, add, edit and delete dialogues concentrating on the functions within the interface.

- The Dialogue Builder Interface
- Dialogue Statues
- Dialogue Search Filters
- Interfaces Options

Creating a Dialogue

Objective: To create a dialogue based on the designed call flow design constructed in the preceding exercise.

- Create a Dialogue
- Blocks Options
- Dialogue Layout
- Testing a Dialogue

Creating Dialogue Reports

Objective: To understand what dialogue reports are and what they are used for. To create reports for the dialogue created in the previous module.

- Understand Dialogue Reports and how they are created
- Create and assign Outcomes to your Dialogue
- Create the required Reports for your Dialogue
- Running Dialogue Reports

Recording Dialogue Prompts

Objective: To understand the prompt recording options available and record prompts for the dialogue created in the class.

- Prompt recording options
- Recording prompts via the telephone
- Testing the prompts

Other Dialogue Settings

Objective: *To understand other settings available within a dialogue and what applying them will do to the dialogue.*

- Copying Blocks
- Deleting Blocks
- Settings within a Dialogue

Timeplan Date Lists

Objective: *To understand how to manage Timeplan Date Lists within Liberty Converse administration.*

- Creating timeplan date lists

Publishing and Making Live a Dialogue

Objective: *To understand what is required to make a dialogue live*

- Publishing a Dialogue
- Assigning a number to a Dialogue

Each Party shall keep in strict confidence the Software, all technical or commercial know-how, specifications, inventions, processes or initiatives which are of a confidential nature and which have been disclosed by one Party (the “Disclosing Party”) to the other (the “Receiving Party”), its employees, agents and/or sub-contractors and any other confidential information concerning the Disclosing Party’s business, the Hardware, the Software, and/or the Services which the Receiving Party may obtain as a result of such disclosure (“Confidential Information”).