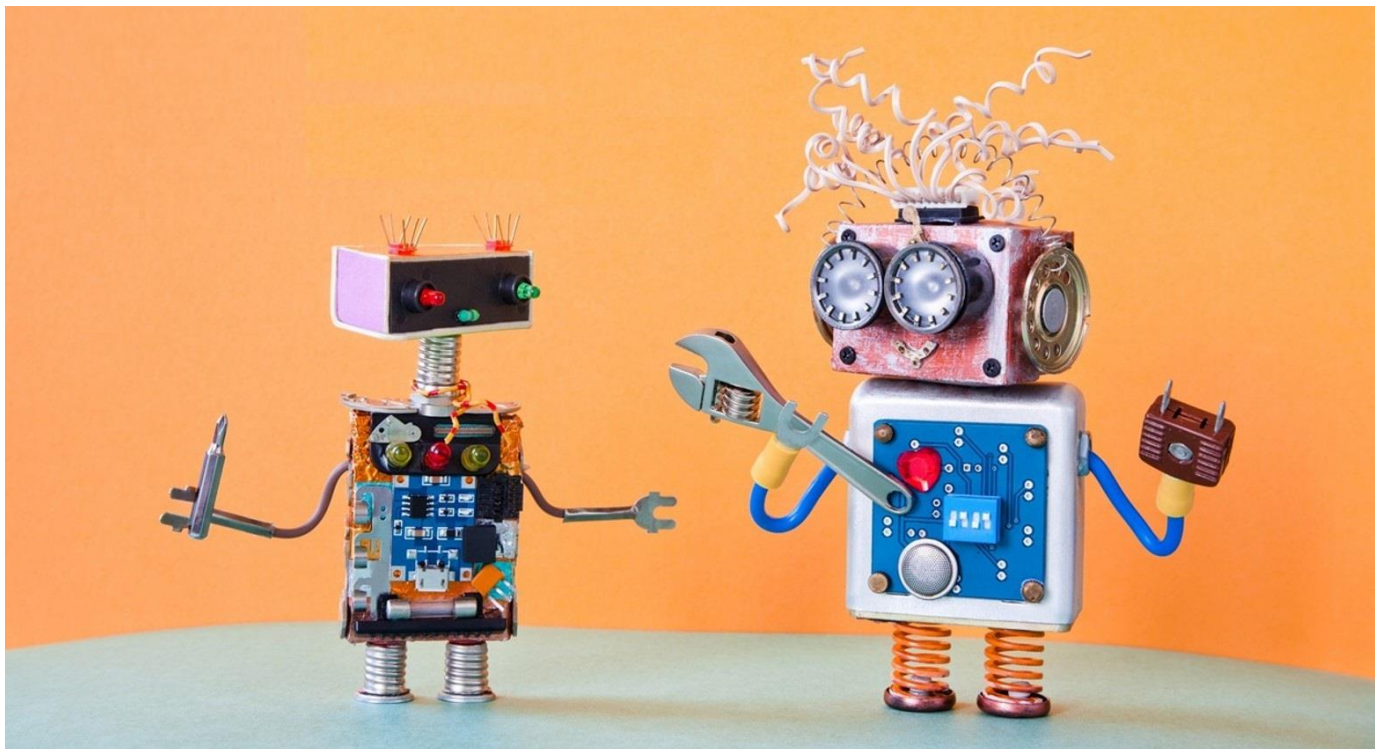


## Course Profile: Dialogue Builder Level 2

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 Liberty Converse Dialogue Builder Level 2

**Duration:** ½ day

### **Course Overview**

The objective of the Liberty Converse Dialogue Builder Level 2 training course is to advance the knowledge of delegates that create basic call flows by introducing them to more complex call flows functions and blocks.

### **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 call flows that use more complex call flow blocks based on Netcall's best practice recommendations.

### **Prerequisites**

Preferably attendees must have attended the Dialogue Builder Level 1 training course.

## Course Content

### Introducing Prompt Library Prompts

**Objective:** *To understand the concept and terminology of the Dialogue Builder Prompt Library Prompts.*

- What are Prompt Library Prompts
- When and why to use Prompt Library Prompts

### Applying Ad Hoc Prompts to the Call Flow

**Objective:** *To understand how to apply them to call flow*

- Where should Prompt Library Prompts sit within a Dialogue
- How to create Prompt Library Prompts
- How to reference Prompt Library Prompts within the Dialogue
- How to Report on Positive Abandonments

### Introducing Logic Blocks

**Objective:** *To understand what a Logic Block is and how it can be used in multiple situations*

- What is a Logic Block
- How and when should they be used

### Applying Logic Blocks to Call Flow

**Objective:** *To understand how to apply them to the call flow*

- Where should Logic should sit within a Dialogue
- How to create Logic Blocks
- How to Apply different Logic Blocks for Different Requirements
- Reporting

### Course Review

**Objective:** *To review the course*

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