

**Netcall Training Course Profile**

**Liberty Dialogue Builder Essentials**



## Contents

<b>Training Facilities &amp; Requirements</b> .....	<b>3</b>
Onsite Training.....	3
Online Remote Training.....	3
<b>Dialogue Builder Essentials</b> .....	<b>4</b>
Duration .....	4
Course Overview .....	4
Target Audience .....	4
Course Outcomes.....	4
Prerequisites .....	4
Course Content.....	5

## Training Facilities & Requirements

### Onsite Training

Instructor-led training from Netcall is either delivered on customer premises or via Netcall's online platform. The below training facilities 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 Converse training environment here: <https://training.onconverse.app/>
- A digital projector/SMART board/television/large screen connected to the trainer machine.
- White board or flip chart.
- A suitable space to sit delegates for an extended period of time.
- A telephone with DDI access and/or delegates attend with a mobile device.
  - \*\*All personal data is purged on training project closure.

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 computer must have Internet access and able to access Netcall's Liberty Converse training environment here: <https://training.onconverse.app/>.
- A digital projector/SMART board/television/large screen connected to the trainer machine.
- White board or flip chart.
- A suitable space to sit delegates for an extended period of time.
- A telephone with DDI access and/or delegates attend with a mobile device.
  - \*\*All personal data is purged on training project closure.

### Online Remote Training

For training to be effective each learner should have:

- Access to the 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.
- Be situated in a suitable space for an extended period of time.
- If applicable, computers require access Netcall's Liberty Converse training environment here: <https://training.onconverse.app/>

## Dialogue Builder Essentials

### Duration

½ day

### Course Overview

The objective of the Liberty Dialogue Builder Essentials training course is to introduce delegates to basic call flow design using the 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 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 Statuses
- 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 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