Education Services
KANA Channel Training Brochure

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Introducing VERINT Education Services

VERINT Education Services offer comprehensive training in the KANA RESPONSE and IQ products. With over 20 years' experience delivering learning solutions and transferring knowledge to our clients worldwide, we are in a unique position to offer guidance and advice on building a training program that best suits your distinct training requirements. Our classes are highly interactive, they include real life scenarios which allow students to complete tasks that they will be responsible for in the workplace. Training is delivered by highly professional instructors with many years' experience in the VERINT products. In addition to our generic courses we also customize training content and delivery style to suit your needs, whether it is formal training, group workshops, or individual coaching. VERINT's approach to education is flexible and will increase your return on investment in training, both financially and with the knowledge and skill levels acquired by delegates.

About This Brochure

The brochure provides a description of the KANA Response and IQ courses available, including the objectives of each, their recommended audience, and the training delivery methods available.

The following sections are included:

- Learning Channels: Describes the various learning channels that we support.
- Course Library: Describes the courses.

Contact Us

We ask you to use this brochure as an introduction to what we can offer. Please contact us to discuss your requirements further. Our aim is to provide you with the right training experience to ensure

you get the best from your VERINT solution.

Call us on: +44 (0)2890 788582 | **Email us on:** training.request@verint.com

Find out more about our services @ http://elearning.kana.com

We look forward to working with you

VERINT Learning Channels

We recognize that people learn in different ways and at a different pace. Some individuals like a classroom environment whilst others do well with self-paced methods. Consequently we support a range of delivery methods including: traditional Instructor-Led Training (ILT), Virtual Classrooms (delivered via on-line training facilities), and Supported eLearning. We also offer "blended learning" programs, mixing classroom based Instructor Led Training (ILT) with Supported eLearning.

We have created a learning environment in which students are given the opportunity to successfully develop new skills and build on existing ones. The end result is customers who are highly skilled and competent in the VERINT products thereby allowing them to own their solutions and be self- sufficient as business requirements change.

VERINT Instructor Led Training (ILT)

Instructor Led Training (ILT) is classroom based and led by a certified VERINT trainer. Our classes include a well balanced mix of formal presentation of concepts, product demonstration, and Q&A sessions, plus ample opportunity for hands-on practice and case studies to reinforce the students learning. Each student receives a copy of the course concepts manual, hands-on exercise manual, screen casts (i.e. videos) of relevant product demonstrations, and other supporting materials such as reference guides.

ILT can be delivered on-site, virtually over the web or via Open Enrolment at one of our training centers.

On-Site Classes

We can come to your offices and provide dedicated training classes for your organization. A key benefit of on-site training is that we can focus on your implementation and the specific requirements of your system. It gives us the opportunity to work with you to modify the agenda to meet your specific needs. We can also provide dedicated training for your organization at one of our training centers listed below.

Open enrolment Classes

Open Enrolment classes are available to all VERINT customers. These are focused sessions away from the interruptions of the office, and provide a great opportunity to share ideas with fellow VERINT users. Our schedule includes our most popular classes; they are delivered at VERINT training centers in the US and the UK:

- Alpharetta, Atlanta, US
- Chicago, Illinios, US
- Overland Park, Kansas, US
- Santa Clara, California, US
- Belfast, N. Ireland, UK
- Glasgow, Scotland, UK
- Weybridge, England, UK

Virtual Classroom

VERINT Virtual Classroom is distance learning taught LIVE over the web using interactive web and audio conferencing tools. You will train with the same instructors who deliver our onsite and open enrolment classes, use the same high quality content, and receive access to the same practice labs. During the session you can interact with other students and the instructor by asking questions on the phone or by typing in questions through an online 'chat' feature. Audio is provided by using voice over IP headsets or by standard conference call.

VERINT Supported eLearning

The KANA Response Supported eLearning curriculum accommodates multiple learning styles and preferences. Our eLearning courses encourage reflective practice and allow delegates to progress at their own pace providing a more personalized learning experience which increases the level of knowledge retention.

KANA Response Supported eLearning modules consist of mixed format material for delegates to interact with. The majority of the material consists of videos or screen casts, which are supported with documentation, tutorials and hands-on practice.

Support from VERINT trainers is provided with the eLearning curriculum; trainers are available to guide and assist as required. Progress is assessed through lab solution reviews and Q&A sessions at specific points in the training.

VERINT Self-Paced Training

Our eLearning courses (eCourses) are self-paced, asynchronous (not live) training programs which could encompass a combination of components including lessons, interactive demonstrations, simulations, discussions boards, quizzes, self-assessment tools, and wikis. These elements create an engaging and interactive learning experience for students, and by offering a range of delivery methods it ensures that the training caters for multiple learning styles thereby making it more effective for certain learners.

Skills practice is an essential and important element of our eCourses as learners need opportunities to practice new skills and become comfortable with applying them. To address this we have embedded product simulations within our courses enabling learners to practice and complete specific tasks. These simulations provide the extra benefits of (1) enabling learners to practice their skills in a safe environment; (2) there is no risk that data within your live or development system will become clogged with unnecessary training data and (3) learners can keep their skills fresh and up-to-date before the project go-live date.

People are typically social learners who like to learn in groups exchanging thoughts and ideas and interacting with peers; our eLearning site supports this by providing the following:

- Discussion boards to ask questions and share ideas with fellow students
- The ability to add to, modify, and rate glossary and FAQ entries
- Wikis for composing and sharing knowledge and hints and tips with other students

These technology tools foster student interaction and collaboration amongst themselves and with VERINT instructors. Furthermore each eCourse has been designed to offer electronic learning support to its students. This enables learning to be targeted so that it is available to learners when they need it, where they need it, and with just the right focus. Learners can therefore use the eCourse in much the same way as they use a reference book, going to it for information on an as-needed basis.

Course Library – Instructor Led Training

The library presents the full range of end-user, business, and technical courses offered by Verint's Education Services. A subset of these courses is available for delivery via the KANA Virtual Classroom or as eLearning programs.

You should consult Verints Education Services to determine which courses are relevant. You can also contact KANA Education Services by email (training.request@verint.com) to discuss your training requirements.

KANA Response Functional Administration

This course can be delivered as an Instructor Led Training course or as Supported eLearning – please ask for more details.

Pre-requisites

Participants should have an understanding of the Response Agent tool. For new installations, KANA strongly recommends that you attend the KANA Response: Technical Administration course for a greater understanding of the product.

Audience

Business Analysts, Content Administrators, and Service Managers responsible for maintaining and administering KANA Response. This course is relevant for users of KANA Response V9.1, V9.5 and V10.

Course Description

If you are implementing or currently use KANA Response, expert knowledge of the administrative interface is a key to success. This course supports beginning KANA Response content administrators, business analysts and contact center managers who manage live and automated communication between customers and your company. The course will give participants an understanding of KANA Response from a functional administration perspective. Participants will have hands-on opportunities to learn about administration for KANA Response content (departments, users, categories, etc.) and workflow (queues, rules, settings, etc.)

Duration

2 days

Overview

The course is comprised of the following modules:

- Application Overview
- Content Administration
- Workflow
- Workflow settings
- Rules Administration
- New Features of KANA mail
- Reports (Instructor Led Training course only)

KANA Response Technical Administration

This course can be delivered as an Instructor Led Training course or as Supported eLearning – please ask for more details.

Pre-requisites

No prior knowledge of KANA Response is required. For new installations, KANA strongly recommends that you attend the KANA Response Functional Administration course.

Audience

New installations: Technical Administrators (DBAs, System Administrators, Business Analysts) responsible for installing, configuring and administering the system. This course is relevant for users of KANA Response V9.1, V9.5 and V10.

Course Objectives

To manage a complex KANA Response deployment, IT staff needs a contextual understanding of the application's architecture, data model, and administration tools. The exercises and discussions in this course will help participants understand system integration and administration issues. Hands-on exercises include installing and configuring a KANA Response system and editing the configuring documents that control the cluster. Participants will gain valuable knowledge about distributing components as well as designing for scalability and failover. The course also covers database archiving, the Database Doctor, and installing JReports.

Duration

2 days

Overview

The course is comprised of the following modules:

- Architecture
- Terms and Concepts
- Distributed Processing
- Installation and Configuration
- Cluster Manager
- Reports Installation and Overview
- System Administration
- Maintenance
- Data Model Overview
- Upgrades (Supported eLearning course only)
- Oracle Partitions (Supported eLearning course only)

KANA Response Agent

This course can be delivered as an Instructor Led Training course or as eLearning – please ask for more details.

Pre-requisites

There are no pre-requisites for this course.

Audience

This course is targeted at agents to give them a clear understanding of how the Response Agent product works. This course is relevant for users of KANA Response V9.1, V9.5 and V10.

Course Objectives

One of the main challenges agents in a contact center face is the ability to be able to effectively manage and respond to the constant stream of inbound emails. It is vital that agents are able to respond in a timely fashion to customer inquiries and that they can easily keep track of multiple email discussions (threads). KANA Response has been designed to not only support these key activities but also to lend a helping hand with its powerful rules engine that can help classify and route inbound emails based on their content.

Duration

0.5 day

Overview

The course is comprised of the following modules:

- Introduction
- Managing the Inbox
- Answering Emails
- Routing

KANA Response Agent Train the Trainer

This course can be delivered as Instructor Led Training only.

Pre-requisites

There are no pre-requisites for this course.

Audience

This course is targeted at the people responsible for delivering training to agents, such as training staff, supervisors, or agents who have been chosen to train their peers. This course is relevant for users of KANA Response V9.1, V9.5 and V10.

Course Objectives

This class provides a cost-effective solution for training a large number of agents by teaching members of the organization how to deliver high quality, consistent training to agents. The class focuses on helping new trainers fully understand the key components of the KANA Response Agent tool. This highly interactive class ensures that trainers are comfortable with delivering the course in a consistent manner.

Duration

0.5 day

Overview

The course is comprised of the following modules:

- Understanding typical roles in KANA Response
- Managing an Inbox
- Routing an Email
- Managing inbound emails through Routing, Collaboration, Forward and Tracking, and Redirection
- Setting Agent Preferences
- Understanding Response through Statistics
- Delivering these points to Agents Effectively

KANA Response Live Agent

This course can be delivered as Instructor Led Training only.

Pre-requisites

There are no pre-requisites for this course.

Audience

This course is targeted at Customer Support Representatives to provide a clear understanding of how the KANA Response Live product works.

Course Objectives

This course introduces participants to the chat function, which allows them to interact live with customers as well as conference in other agents to a session. The class also explains how to use Web-page co-browsing during a Chat session. Participants will learn how to monitor customer activity on the site and initiate a proactive chat session with customers or push relevant information to their screens.

Duration

0.5 day

Overview

The course is comprised of the following modules:

- Introduction to Response Live Agent
- Understanding Response Live Chat
- Using Response Live CoBrowser
- Initiating a Response Live Proactive Chat

KANA Response Live Supervisor

This course can be delivered as Instructor Led Training only.

Pre-requisites

Participants should either have attended the KANA Response Live Agent course or have a good understanding of how agents interact with customers using KANA Response Live.

Audience

Supervisors of teams using KANA Response Live.

Course Objectives

This course is targeted at supervisors to give them a clear understanding of the KANA Response Live functions designed to support supervisors and their role. As well as addressing these features, such as monitoring and sending messages to the Customer Support Representatives, it also discusses best practices for using this functionality. Participants will have the opportunity to use KANA Response Live with hands-on exercises. Before attending this course, participants should have an understanding of KANA Response Live's CSR functionality.

Duration

0.5 day

Overview

The course is comprised of the following modules:

- Introducing the Supervisor mode
- Understanding the Supervisor features

KANA Deploying IQ EJB for Knowledge Administrators

This course can be delivered as Instructor Led Training only.

Pre-requisites

There are no pre-requisites for this class.

Audience

The primary audience is Knowledge Administrators. However, this class would also be beneficial for

Call Center Managers and others responsible for creating and maintaining the Knowledgebase.

Course Objectives

This class covers the tasks required to plan, create, and maintain an efficient Knowledge Management system. Participants will plan and implement a knowledgebase solution with hands-on activities that satisfy the business case of a fictitious company.

Duration

2 days

Overview

The course is comprised of the following modules:

- Planning a Knowledgebase
- Creating a Knowledgebase
- Implementing Searching and Indexing
- Adding External Sources
- Publishing a Knowledgebase
- Creating Users and Enabling Workflow
- Testing the Knowledgebase

KANA Introduction to IQ COM

This course can be delivered as Instructor Led Training only.

Pre-requisites

There are no pre-requisites for this class.

Audience

The primary audience is Knowledge Base Administrators and Authors. It may also be valuable for System Administrators and Template Developers to get an overview of the system.

Course Objectives

This fundamentals course provides participants with an overview of KANA IQ and its feature set. Theories of knowledgebase development and KANA Expert Reasoning methodology are covered. The workshop-style class includes practical exercises to support and reinforce the lessons. Each participant will gain valuable experience by building a KANA IQ knowledgebase and learning about the fundamentals of knowledgebase development and web self-service.

Duration

2 days

Overview

The course is comprised of the following modules:

- Application Overview
- Knowledgebase Methodology and Planning
- Introduction to Knowledge Designer
- Searching and Indexing
- External Knowledge Searches and Federated Searches
- Workflow
- Templates

Course Library – Self Paced Training

Our LAGAN Enterprise Self-Paced curriculum accommodates multiple learning styles and preferences. Our Self-Paced courses allows delegates to progress at their own pace providing a more personalized learning experience which increases the level of knowledge retention.

You should consult Verint's Education Services to determine which courses are relevant. You can also contact KANA Education Services by email (training.request@verint.com) to discuss your training requirements.

KANA Response Creating Custom Reports

This course is delivered as Self-Paced Training only.

Pre-requisites

Knowledge of KANA applications and familiarity with database terminology and SQL is recommended.

Audience

KANA Administrators, Workflow Managers, Content Managers.

Course Objectives

KANA uses JReports as the Reporting engine for the products in its application suite. All of the reports that are provided for each of KANA's applications were created using JReports Designer. This course provides an in-depth understanding of JReports Designer and the process for creation of custom reports for use with KANA's applications.

Duration

1 day

Overview

The course is comprised of the following modules:

- JReports Designer
- Installing JReport Designer
- Running JReport Designer
- Viewing Demo Reports
- Setting up Data Source connections
- Creating a simple report
- Using the Report Wizard
- Formatting and Editing Reports
- Creating KANA Reports
- Creating Custom Reports
- Creating a Catalog
- Query file
- Query file format
- Creating parameters
- Designing & Deploying custom reports

Verint. Powering Actionable Intelligence.®

Verint® (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions. Actionable Intelligence is a necessity in a dynamic world of massive information growth because it empowers organisations with crucial insights and enables decision makers to anticipate, respond and take action. Verint Actionable Intelligence solutions help organisations address three important challenges: customer engagement optimisation; security intelligence; and fraud, risk, and compliance. Today, more than 10,000 organisations in over 180 countries, including over 80 percent of the Fortune 100, use Verint solutions to improve enterprise performance and make the world a safer place. Learn more at www.verint.com.