PURECONNECT “JUST-IN-TIME” VIDEO HELP LIBRARY

This on-line video library contains short “how-to” videos for a variety of PureConnect applications and features, including Interaction Desktop, Interaction Connect, IC Business Manager, Interaction Administrator, and Interaction Attendant.

To access the library Ctrl-Click on this link: https://help.genesys.com/justintime/

The video library contains various categories of videos. When you click the play button on a category, you will see the individual videos that have been posted for that category. Scroll and select a video. Note: The videos are not listed in any particular order within a category, other than perhaps the order in which they were created and uploaded to the library.

Which training video categories should you view?

- **Business Users and Contact Center staff:**
  - **Interaction Desktop category:** Any user who logs into your company network and will be using the Interaction Desktop client application should view the videos in that category. This will likely include contact center staff and business users.
  - **Interaction Connect category:** Your system may be configured to use the web version of the client interface called “Interaction Connect”. This typically applies to users who work from home, and it may include contact center staff, as well as business users who are not in the contact center.

- **Contact Center Supervisors and Managers** should also view the videos in the following categories:
  - IC Business Manager
  - Interaction Reporter

  Additionally, if your system is licensed for the following modules, then Contact Center Supervisors and Managers should view these categories:
  - Interaction Recorder
  - Interaction Quality Manager

- **System Administrators** should also view the videos in these categories: Interaction Administrator, User Organization, General Troubleshooting, and Interaction Attendant (If you have attended Genesys training and have been certified on Interaction Attendant).
Below are the various categories of videos that are available. You only need to view categories for the applications / interfaces you will be using.

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<tr>
<th>Category</th>
<th>Videos Available</th>
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<tr>
<td>Interactive University</td>
<td>5 videos</td>
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<tr>
<td>Proctored Exams</td>
<td>1 video</td>
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<td>Support Incident Timeline</td>
<td>0 videos</td>
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<td>General Troubleshooting</td>
<td>8 videos</td>
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<td>User Organization</td>
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<td>Interaction Desktop</td>
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<td>Interaction Client -.NET Edition</td>
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<tr>
<td>Interaction Optimizer</td>
<td>1 video</td>
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</table>
Interaction Desktop: For those who will be using the Interaction Desktop application, here is a recommended viewing order for videos in this category. Note: Not necessarily all videos apply to your specific environment. For instance, your contact center may not be using web chat or email routing through the PureConnect system.

- Changing your Status – Part 1
- Changing your Status – Part 2
- Setting your interaction Notifications
- Receiving calls in Interaction Desktop
- Making basic calls – Part 1
- Making basic calls – Part 2
- Making basic calls – Part 3
- Call Control Buttons – Part 1
- Call Control Buttons – Part 2
- Call Control Buttons – Part 3
- Call Control Buttons – Part 4
- Transferring calls
- Creating conference calls
- Manipulating columns
- Working with Workspaces
- Managing Views – Part 1
- Managing Views – Part 2
- Answering calls when you're not at your desk
- Managing ad hoc recordings
- Speed dial setup
- How an Agent asks for Assistance
- Managing Chat Interactions
- Working with Email – Part 1
- Working with Email – Part 2
- The red exclamation
- Troubleshooting why a user isn't receiving an interaction
**Interaction Connect:** For those who will be using the Interaction Connect interface, here is a recommended viewing order for videos in this category.

- Accessing Interaction Connect
- Using the menu options
- Setting your status
- Using columns
- Receiving calls
- Making basic calls
- Call control buttons
- Transferring calls
- Creating conference calls
- Forwarding calls
- Managing recordings (IF applicable)

**Contact Center Supervisors and Managers:** There are several categories of videos for Supervisors and Managers, especially those who work in the Contact Center.

- **IC Business Manager** is the supervisor’s application that allows you to monitor the activity and performance of workgroups and agents.
- **Interaction Reporter** is a licensed module for IC Business Manager that allows you to run reports.
- **Interaction Recorder** is a licensed module for IC Business Manager that allows you to search for and play back recordings of interactions. View this category if your system is licensed and configured for Interaction Recorder.
- **Interaction Quality Manager** is a licensed module for IC Business Manager that allows you to create and use agent scorecards while playing back automatically recorded interactions. View this category if your system is licensed for Interaction Quality Manager.
- **Interaction Optimizer** is a licensed module for IC Business Manager that provides workforce management. View this category if your system is licensed and configured for Interaction Optimizer.

**TIP:** Printable Help documents are also available for each application / interface / module.