INMATE CALLING MANAGER [ICM] TRAINING AGENDA

1. **SYSTEM OVERVIEW**
   - Login
   - ICM Dashboard
   - User Guide
   - Tech Support Contact
   - Live chat

2. **CALL DETAIL REPORTING**
   - Review search filters
   - Generate the call detail report
   - Play call recordings
   - Add notes to call recordings
   - Analyze call recordings using the Call Analyzer
   - Use Reverse Lookup to see the name and address of a called number
   - Use the PIN-link to access detailed information about inmates
   - Create PIN and BTN (Bill to Number) alerts from the inmate station, PIN, or BTN

3. **REPORT BUILDER**
   - Search for multiple inmates/BTNs
   - Export/print the call detail report
   - Access/download recordings
   - Create groups of inmates/BTNs

4. **CD/DVD UTILITIES**
   - Download recordings for transfer to CDs, DVDs, or flash drives
   - Email call recordings
   - Email Link (primarily used when downloading calls for outside agencies)

5. **LIVE MONITORING**
   - Listen to/forward/terminate live calls
   - Auto-scan live calls

6. **NUMBER (BTN) MANAGEMENT**
   - Block/Unblock numbers
   - Restricted Playback