Interactive Intelligence

Customer Interaction Center®

Inbound or outbound
Small or large
Single or multichannel

One fully-integrated software solution

Solutions for The Contact Center

INTERACTIVE INTELLIGENCE®

The next wave

Proprietary solutions have forced contact centers to segment interactions and administration across various systems for years — and still do. To us, it's always made more sense to unify the communications process, to simplify it.

In 1994 Interactive Intelligence set out to change the proprietary way of thinking. Instead of an infrastructure full of fragmented hardware systems and complexity, our goal was to give contact centers all the functionality they needed with a consolidated software platform and integrated applications.

It was the next wave of intelligent business communications then, and it's been our approach ever since.

With one platform and a single point of administration, contact centers do everything from setting up IVR menus and deploying eServices to configuring routing rules for incoming calls, emails, chats, SMS messages and integrated social media notifications. They support at-home users and remote locations, around the world if they need to.

With our newest wave of functionality, supervisors monitor customer sentiment more closely with real-time speech analytics, and monitor quality more thoroughly with detailed cradle-to-grave information for every interaction. With more focused information, managers make better decisions when addressing workforce management, recording, satisfaction surveys, business process automation and other applications.

And with a pure application server, contact centers get a complete N+1 architecture for all media operations. Reliably, they open the door to higher scalability, virtualization support, a private cloud deployment option, and configuration flexibility to reduce bandwidth usage as well as admin and operations costs.

There's a reason leading contact centers continue to buy in to our software approach.

It's simply better.

Premise-based or hosted... you choose your solution

For contact center automation, Interactive Intelligence gives you your choice of a complete premise-based solution, or an equally complete, on-demand, hosted solution — Communications as a Service (CaaS) — at a manageable monthly cost. You can even seamlessly migrate your hosted contact center to your own site without incurring downtime or losing your applications. Your contact center benefits either way. So do your customers.

Considerations	CaaS	Premise
We don't have the budget to spend much up-front on software or a robust infrastructure to meet our reliability and DR requirements	✓	
Our IT staff requires full administrative access and control		✓
We need to be up quickly but don't have the IT staff to do so, nor do we have the resources to properly maintain the system	✓	
Our environment requires a high degree of custom development		✓
Management has mandated we reduce capital spending and move to an outsourced technology model unless there is good reason not to	✓	
We prefer purchasing the software and hardware we use outright		✓
We'd like the flexibility to pay as we use the software, able to rapidly scale up or down based on seasonal demand	✓	
Corporate policy forbids hosting mission critical applications		✓
We need to free-up IT resources for more strategic initiatives and get back to our core business	✓	
The business requires capabilities not currently offered via CaaS		✓

Why a single platform matters

Technologies and vendors can come from all directions in a contact center. When they do, complexity and costly customization take over. Customer Interaction Center (CIC) is built on widely adopted standards for a resourceful and efficient communications foundation from one vendor.

All-in-one platform. Centralize multichannel processing and inbound/outbound blending as well as system configuration, administration and reporting. Fewer required servers also reduce energy consumption throughout your data center.

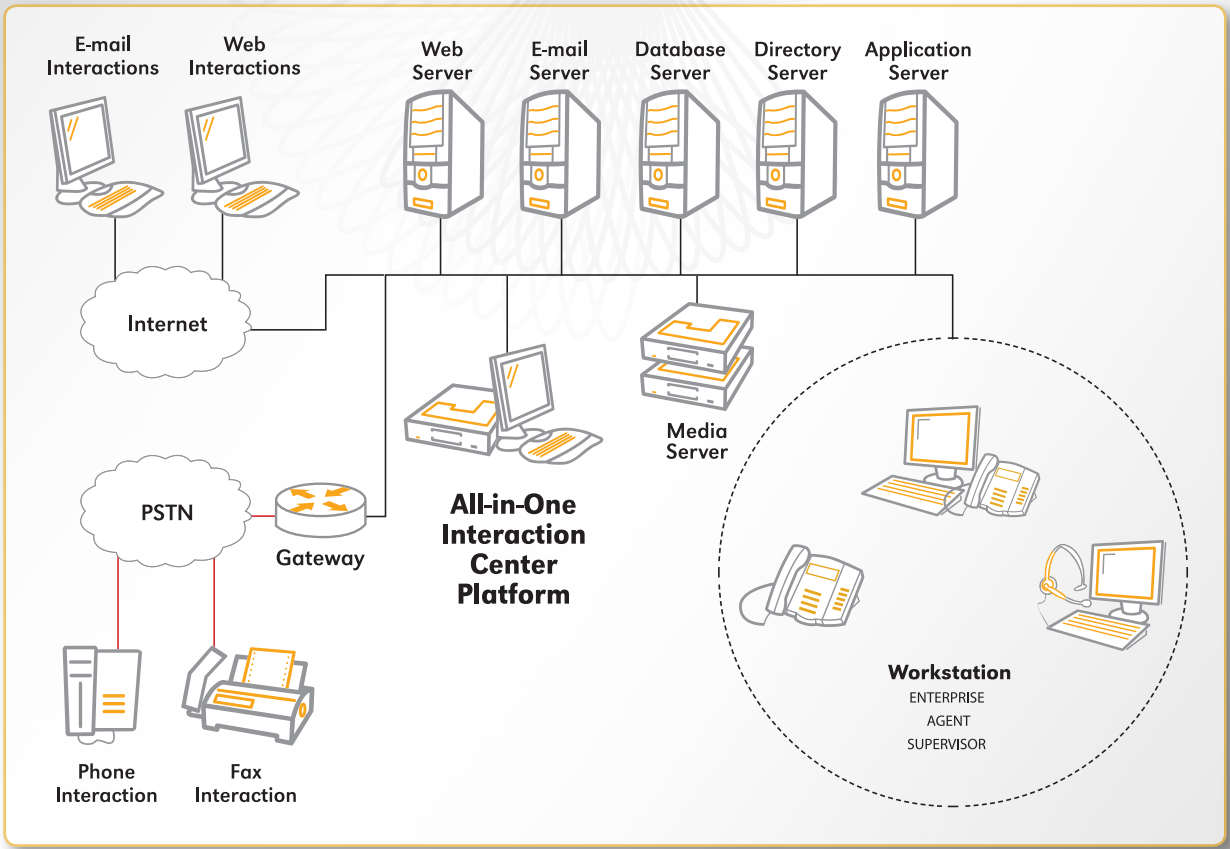
Scalable all-software architecture. CIC eliminates costly voice boards and multiple points of failure, makes rip and replace a thing of the past, and makes disaster recovery and multi-site location independence inherent. Incremental application licensing makes it easy to meet growth needs.

Applications for the contact center and the enterprise. Deploy CIC's SIP-based switching, unified messaging, interaction management and business process automation functionality enterprise-wide, including to branch offices and remote and mobile employees.

Business process automation. Automate critical business processes using CIC's communications capabilities to capture, prioritize, route, escalate, and track each step of a work process. By keeping processes moving and participants communicating, work gets completed faster and more accurately.

Wide-ranging interoperability. Out-of-the-box integrations connect to voice systems, databases, web services, messaging platforms, back-office applications, WFM packages, third-party systems, and SIP devices and hardware, virtually any component unique to your business and communications processes.

Cost-effective multichannel customer service. Calls, faxes, email, web chat, SMS, online forms, social media. CIC handles all types of communications the same way for service that's both consistent and responsive. Monitoring and end-to-end reporting ensure quality across all channels.



Performance across your contact center

Total contact management

- Multichannel access: phone, fax, email, web, SMS, business objects, social media
- ACD
  - Multichannel queuing
  - Priority and skills-based routing
  - Email routing
- IP PBX/PBX
- Auto attendant
- Interaction tracking
- Real-time presence management
- Built-in multi-lingual support
- Remote and at-home agents
- CRM integrations
  - Screen pop
- Pure blended inbound/outbound campaign management
- IVR
  - Intelligent speech recognition
  - Self-service automation
- eServices management

Quality monitoring

- Real-time continuous monitoring
- Real-time speech analytics
- Multichannel recording
- End-to-end reporting
- User monitoring, mentoring, scoring
- User-definable alarms
- Alert monitor view
- Screen recording
- Automated post-call satisfaction surveys, feedback management
- Interaction tracking and analytics enterprise-wide

Scalability

- Up to 5,000 ACD users
- 100-15,000 business users
- Support growth by adding servers
- Start small, grow larger, license only what you need

Advanced functionality

- Business process automation, in the contact center and the enterprise
- Knowledge management and auto response
- Workforce management
- Intelligent multi-site interaction routing
- Third-party integration tools
- Graphical application generator
- Integrations for social media monitoring

INTERACTIVE INTELLIGENCE®

Deliberately Innovative

Interactive Intelligence is a global provider of contact center, unified communications, and business processautomation software and services designed to improve the customer experience. The company's unified IPcommunications solutions, which can be deployed via the cloud or on-premises, are in use by more than 6,000 organizations worldwide.

At Interactive Intelligence, it's what we do.

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