

## Get multichannel and screen recording, playback, and archiving in one complete solution.

Customer service organizations record customer interactions for a variety of reasons. Confirming regulatory requirements, monitoring employee performance, and tracking customer satisfaction are some common ones. Because those business reasons may change, it is important to have a flexible recording solution. With customers increasingly looking to conduct their business over non-voice contact channels, it is important to be able to capture those interactions as well.

### Seamlessly capture customer interactions across all channels.

As an integral component of the Interaction Intelligence Customer Interaction Center™ (CIC), Interaction Recorder® has direct access to all customer communications. No matter which channel a customer chooses to contact a business – voice, chat, text, email, or even social media – their interactions are seamlessly captured. All recordings are accessed through a single interface, eliminating any need to search or consolidate recordings from different systems.

### Quick to deploy, easy to maintain.

Because Interaction Recorder is a CIC add-on application, enabling recording requires only simple licensing. Unlike stand-alone recording systems, there is no need to integrate CTI or other external data feeds. Deploy interaction capture capabilities quickly, and never worry that a broken or slow data feed will cause recordings to be missing or dropped.

Configuring and maintaining Interaction Recorder settings and users is easy using CIC's single administration interface. Organizations can also streamline file management and archiving activities with intuitive categorization and rules-based recording policies. This common point of administration eliminates the need for duplicate administrative tasks often associated with stand-alone recording systems.

### Key Benefits

**Identify and resolve issues with employee and business performance.**

**Get a full view of the customer experience across all contact channels, including what happens in the IVR.**

**Proactively intervene using live monitoring to address customer issues while they are still connected and before they escalate.**

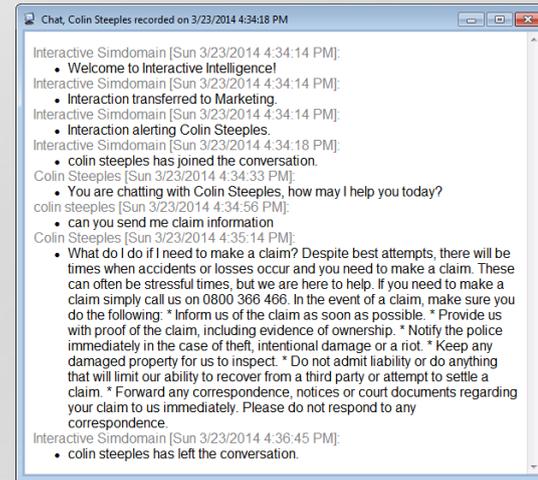
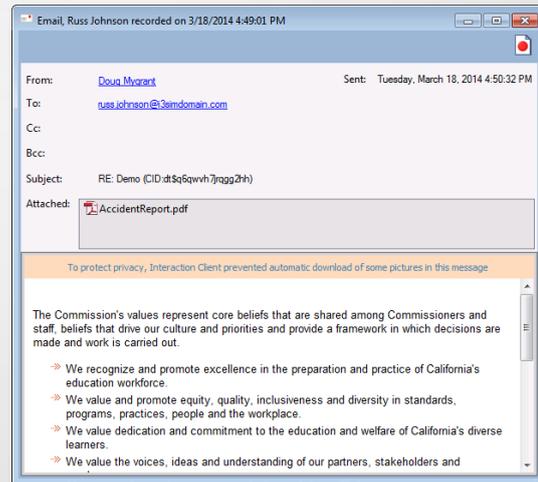
**Find and replay interactions using any associated metadata, including speech analytics and customer feedback information.**

**Control exactly when and what to record, and how long to keep recordings with flexible rules-based policies.**

**Keep customer information and recordings safe and secure with encryption and access controls.**

**Eliminate duplicate administration issues and extra maintenance efforts associated with stand-alone recording systems.**

## Record and replay all customer interactions, including email and chat.



### Intervene proactively at the moment of truth.

Employees sometimes need help when they are assisting customers. This often presents a "moment of truth" in the interaction where a successful outcome hinges on what happens next. Interaction Recorder gives supervisors and other authorized personnel the ability to observe interactions as they occur in real time, so they can proactively intervene if needed.

The ability to take action while an interaction is still ongoing often alleviates customer frustration and addresses issues before they escalate. Using live monitoring along with the real-time speech analytics capabilities of Interaction Analyzer® can provide automatic alerts on interactions that may warrant closer attention and action.

## Extend the value of your recorded customer interactions.

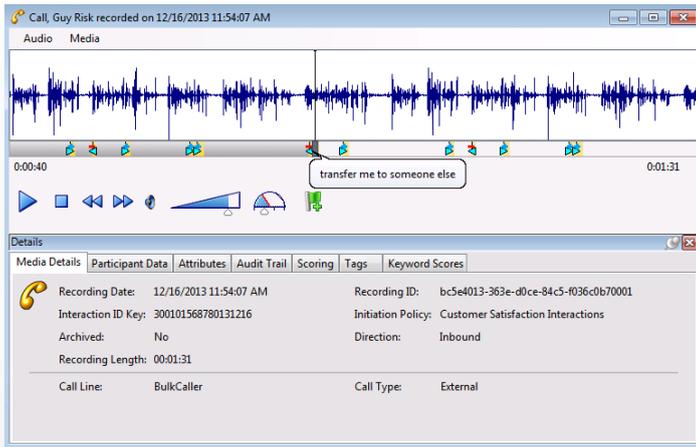
Many organizations leverage recordings for more than the typical compliance and quality monitoring efforts, which extends the value obtained from capturing customer interactions. Some of these best practices are:

**Dispute resolution.** Record interactions to help resolve customer disputes and provide evidence in regulatory compliance or human resource situations to protect against potential fines and legal costs.

**New employee training.** Supplement training programs both for on-site and remote users with easily distributed interaction recordings. This is a great way to provide new employees insights on the “right” and “wrong” ways to handle interactions.

**Employee improvement training.** Use interaction recordings to emphasize best practices for even the most experienced users.

**Process improvement.** Determine where processes may need to be updated or revised to work better for both employees and customers. Recordings also provide benchmarks for improving user skill sets and applying them to various interaction types.



See speech analytics results and other call events during replay.

## Get the full workforce optimization suite.

Interaction Recorder is a part of the Interactive Intelligence workforce optimization (WFO) suite, a comprehensive solution for enhancing workforce performance to achieve operational goals. Seamless integration with the Interactive Intelligence all-in-one contact center solution ensures quick deployment, lower operating costs, and worry-free operation. Interactive Intelligence WFO provides feature-rich functionality for interaction recording, workforce management, quality management, customer feedback, strategic planning, and real-time speech analytics.

Key Features	Key Capabilities
<b>Multichannel recording</b>	<ul style="list-style-type: none"> <li>Capture 100% of customer interactions, or according to business rules or on-demand.</li> <li>Record calls (including IVR), web chats, emails, SMS, and social media channels.</li> <li>Capture complete details for each media type to enable rapid and targeted retrieval of recordings.</li> <li>Use audio playback plus attributes such as date, time, and call direction for call recordings.</li> <li>Archive all captured interactions, regardless of the contact channel.</li> </ul>
<b>Screen recording</b>	<ul style="list-style-type: none"> <li>Capture users' on-screen activities, even in a multiple monitor environment.</li> <li>Record screens for work items without a direct customer interaction, such as processing a claim or conducting research.</li> </ul>
<b>Recording management</b>	<ul style="list-style-type: none"> <li>Manage WHAT interactions are recorded, WHERE they are stored and WHO can access, play, and export them using a single, simple interface.</li> <li>Optionally store and play files locally to reduce network bandwidth requirements.</li> <li>Archive and quickly retrieve recording files in large volumes with intuitive categorization.</li> </ul>
<b>Security and PCI compliance</b>	<ul style="list-style-type: none"> <li>Pause interaction recordings when sensitive information is collected.</li> <li>Encrypt recordings, including 256-bit AES.</li> <li>Locally store recordings for cloud-based deployments.</li> <li>Use MD5 file verification detection for any changes made to a recording.</li> <li>Rely on user-based rights-protection for authorized individuals and groups.</li> </ul>

The screenshot shows a search results table with the following columns: Media Type, Recording ID, Date/Time, Interaction Address, Local Party Name, Queue, and Initiation Policy. The table contains 100 recordings.

Media Type	Recording ID	Date/Time	Interaction Address	Local Party Name	Queue	Initiation Policy
	f895e13-8423-d02a-86e5-e117c40d0001	3/24/2014 7:44:23 PM	Allan.Lucius	Allan Lucius	Customer Service	Record All
	f895e13-8447-d07f-86e5-e117c40d0001	3/24/2014 7:44:02 PM	88032	Bob Kenne	Customer Satisfaction	Customer Satisfaction Interactions
	f895e13-8449-d094-86e5-e117c40d0001	3/24/2014 7:44:02 PM	Brian.Williams	Brian Williams	Help Desk	Record All
	f7895e13-c04b-d071-86e5-e117c40d0001	3/24/2014 7:43:49 PM	88008	Penelope Pyne	Customer Satisfaction	Customer Satisfaction Interactions
	f3895e13-cae5-d0ed-86e5-e117c40d0001	3/24/2014 7:43:33 PM	Guy.Risk	Guy Risk	Customer Satisfaction	Customer Satisfaction Interactions
	f2895e13-35c2-d0e8-86e5-e117c40d0001	3/24/2014 7:43:30 PM	88034	Eric Longnecker	Customer Satisfaction	Customer Satisfaction Interactions
	f2895e13-32ad-d0f5-86e5-e117c40d0001	3/24/2014 7:43:29 PM	88033	Brian Boudouris	Customer Satisfaction	Customer Satisfaction Interactions
	f2895e13-0133-d031-86e5-e117c40d0001	3/24/2014 7:43:27 PM	8023	Bob Tomatoo	Customer Service	Record All
	ef895e13-5c43-d02a-86e5-e117c40d0001	3/24/2014 7:43:15 PM	EX:/O=13/OU=EXCH...	Cody Hollars	Help Desk	Record All
	ef895e13-b425-d09d-86e5-e117c40d0001	3/24/2014 7:43:14 PM	EX:/O=13/OU=EXCH...	Brian Boudouris	Customer Satisfaction	Customer Satisfaction Interactions
	ef895e13-062a-d0eb-86e5-e117c40d0001	3/24/2014 7:43:14 PM	EX:/O=13/OU=EXCH...	Cody Hollars	Customer Service	Record All
	ed895e13-8f95-d087-86e5-e117c40d0001	3/24/2014 7:43:09 PM	88027	Javier Birdsall	Customer Satisfaction	Customer Satisfaction Interactions
	ec895e13-e045-d05e-86e5-e117c40d0001	3/24/2014 7:43:02 PM	Beth.Collier	Beth Collier	Help Desk	Record All
	ea895e13-20a3-d00b-86e5-e117c40d0001	3/24/2014 7:42:55 PM	88038	Matt Gustus	Customer Satisfaction	Customer Satisfaction Interactions
	e5895e13-d569-d06b-86e5-e117c40d0001	3/24/2014 7:42:32 PM	Allie.Eustey	Allie Eustey	Customer Satisfaction	Customer Satisfaction Interactions
	e4895e13-152b-d0ce-86e5-e117c40d0001	3/24/2014 7:42:27 PM	8031	Gino Andre	Customer Service	Record All
	d6895e13-ee5c-d0ce-86e5-e117c40d0001	3/24/2014 7:42:02 PM	Brian.Williams	Brian Williams	Help Desk	Record All
	d6895e13-974e-d030-86e5-e117c40d0001	3/24/2014 7:41:49 PM	88010	Clinton Hunsucker	Customer Satisfaction	Customer Satisfaction Interactions
	d7895e13-b69e-d099-86e5-e117c40d0001	3/24/2014 7:41:33 PM	Bob.Tomatoo	Bob Tomatoo	Customer Service	Record All
	d7895e13-1666-d02b-86e5-e117c40d0001	3/24/2014 7:41:32 PM	Guy.Risk	Guy Risk	Customer Satisfaction	Customer Satisfaction Interactions
	d6895e13-74ad-d02e-86e5-e117c40d0001	3/24/2014 7:41:29 PM	88032	Bob Kenne	Customer Satisfaction	Customer Satisfaction Interactions
	d6805e13-2378-d0b8-86e5-e117c40d0001	3/24/2014 7:41:27 PM	Gino Andre	Gino Andre	Customer Service	Record All

Manage interactions for all contact channels in a single view.

# INTERACTIVE INTELLIGENCE®

Interactive Intelligence is a global provider of contact center, unified communications, and business process automation software and services designed to improve the customer experience. The company's unified IP communications 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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**World Headquarters**  
7601 Interactive Way  
Indianapolis, IN 46278 USA  
+1 317 872 3000 voice and fax

**EMEA**  
Thames Central, Hatfield Road  
Slough, Berkshire, SL1 1QE  
United Kingdom  
+44 (0)1753 418800 voice and fax

**Asia Pacific**  
Suite 6.1 Level 6 Menara IMC  
8 Jalan Sultan Ismail  
50250 Kuala Lumpur  
Malaysia  
+603 2776 3333 voice  
+603 2776 3343 fax

0414 4052-IRC-ENG

www.inin.com