Interaction Decisions™
Strategic Planning Cloud

Optimal staff planning. What-if analysis. Budget and operation performance.

Small, midsize, or large. No matter your company size, a cloud solution offers the ability to stay agile and innovative in an unpredictable environment. As a result, companies have come to recognize the value of a cloud solution – not just by cost, but in security and agility.

Interactive Intelligence, makers of Interaction Decisions™, designed the Strategic Planning Cloud with these elements in mind – giving you a dependable cloud solution.

Interactive Decisions Strategic Planning Cloud provides contact center planning and reporting solutions. Heavy on analytic capability, this robust and flexible software system enhances your contact center strategy to help drive performance and deliver an exceptional customer experience.

Benefits of the Strategic Planning Cloud

Security. Moving to the cloud has become the solution of choice for mission-critical operations that demand ultimate security. Cloud customers are isolated from one another via virtualization and segmented infrastructure within a larger network. Connections are secured through use of a dedicated firewall context and dedicated VLAN.

This solution is trusted by today's largest companies, because it features:

- Industry-certified corporate security (SOX, ISO 9001, JITC)
- Cloud services security (SSAE-16 SOC II, Type II)
- Data center security co-located within hardened, highly certified data centers

Agility. Eliminate the burden of building and maintaining excess infrastructure. Benefit from increased scalability and faster updates while reducing maintenance efforts and infrastructure investments.

Rich Features. Enjoy the same robust features and functionality in the cloud as you would on-premises. Using patented and discrete event simulation technology, build custom models to create accurate staffing plans by workgroup or channel and multiple what-if scenarios to account for any change to operations or business strategy.

- **Resource planning.** Unique mathematical optimization features quickly solve the critical problem of when, where, and how many agents should be hired to achieve service quality goals without over staffing – ensuring the most efficient and effective hiring plans.

- **Multi-skill metrics.** Accurate multi-skill planning is difficult if not impossible in traditional spreadsheet-based planning environments. Interaction Decisions Strategic Planning Cloud enables accurate planning of staff and call flows that have been absent from workforce planning. So you can plan for volume overflows you know are going to happen.

- **Budgeting and variance analysis.** Compare your historical plan with what actually happened. Balance your plans against each other, or compare your scenario's future against its past.

- **What-if analysis.** Quickly and accurately plan for potential volume and variances with what-ifs that evaluate alternative staffing scenarios, hiring plans, and overtime allowances. Make better decisions by visualizing how changes in one driver affect a second metric.

Seamless Integration. Designed to work with any existing Workforce Management (WFM) system, Interaction Decisions Strategic Planning Cloud is the result of more than a decade of experience integrating, implementing, and supporting leading companies with their strategic contact center and capacity planning.

Scalability. 50 agents or 5000+. Quickly add users and features. Anticipate contact center requirements over weeks, months, or years. Scale in a quick and easy manner with fewer required resources to protect your investment now and in the future.

Flexibility. Cloud or on-premise, Interaction Decisions Strategic Planning Cloud gives you the power to choose the deployment option that best suits your business needs. Whether you start in the cloud and migrate to on-premises or vice-versa, Interaction Decisions Strategic Planning Cloud offers straightforward options that adapt to changing business conditions.

Customization. Each simulation model is customized to represent the contact types your agents handle. Additional metrics such as Net Promotor Score and quality management scores can be added to track, forecast, and report information important to your contact center and executives.
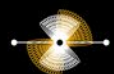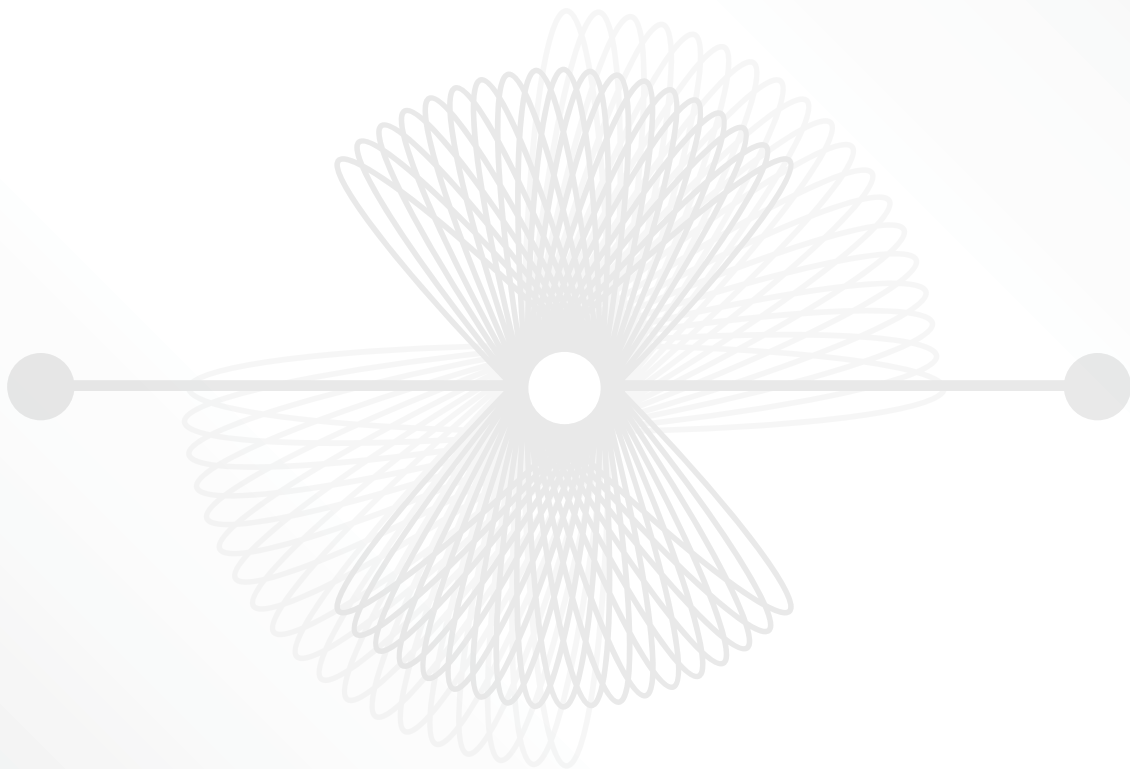
INTERACTIVE INTELLIGENCE®

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 5,000 organizations worldwide.

At Interactive Intelligence, it's what we do.

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