

Integration with LiveLOOK

Powerful online collaboration with a patented co-browsing solution

Contact center agents enrich the customer experience when they have the ability to personalize the service process. By integrating LiveLOOK's patented Co Browsing solution with Customer Interaction Center™ (CIC), you provide that ability. Agents engage customers more fully with a powerful online collaboration tool for CIC-based calls and web chats. They create an instant screen sharing experience to share a customer's desktop. They facilitate sales and service processes more effectively. Your agents make the customer experience exceptional.

Key features

LiveLOOK Co Browsing

- Instant start with one click
- Operate in different modes
 - Co filling – full browser control and shared keyboard for joint form filling
 - o Allow the agent to fill out online forms and other interactive documents in a collaborative and synchronized fashion
 - o Allow the customer to accept a request from the agent to share control
 - View mouse cursor – agent's cursor movement is displayed on the customer's computer, but mouse click is not operational
 - Shared mouse for full control – enables an agent to display their mouse movements to a customer in real time, and allows mouse click from the agent
- Help visitors fill in and submit service request forms or complex applications
 - No firewall issues – LiveLOOK technology works across all firewalls and pop-up blockers

LiveLOOK Screen Sharing

- Allow customers to share their desktop in real time with agents
 - Customers can share presentations, images, photos, webpages and documents in real time while communicating on the phone or via instant messaging
- Increase internal collaboration by enabling agents to share presentations, images, photos, webpages, and documents in real time while communicating over the phone or via IM

Empower agents

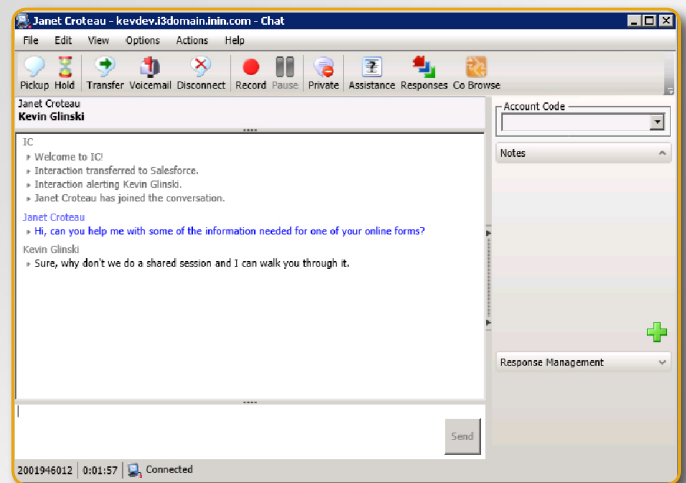
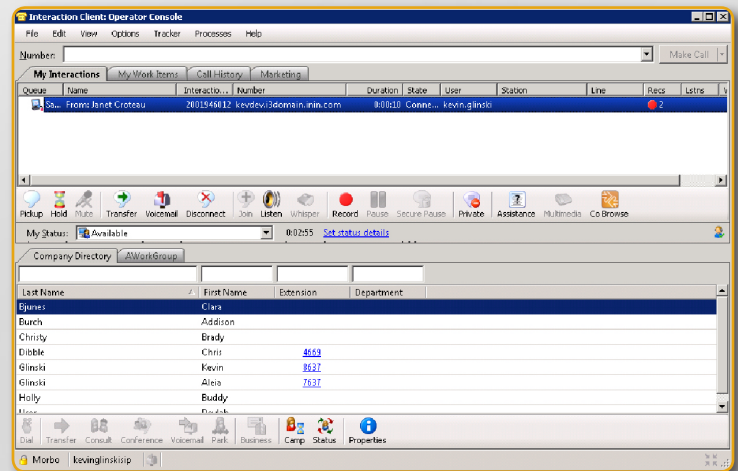
The LiveLOOK integration enables agents to:

- See exactly what an online customer is seeing
- Use a pointer to help guide online customers
- Help online customers choose the right product/service, help complete purchase
- Show and suggest additional products/services to purchase
- Provide online customers with personalized assistance in a way that resembles an in-store experience

Key benefits

- Increase conversion rates
- Reduce sales cycle and transaction times
- Increase first call resolution rates
- Increase customer satisfaction by allowing agents to see exactly what's happening on a customer's desktop
- Deliver a more personal service experience for your prospects and customers
- Reduce call handling times
- Create memorable online interactions that reinforce learning and processes with co browsing

Integration with LiveLOOK adds a Co Browse button to the Interaction Client .NET Edition call control toolbar, and to the CIC web chat user interface



Integration details

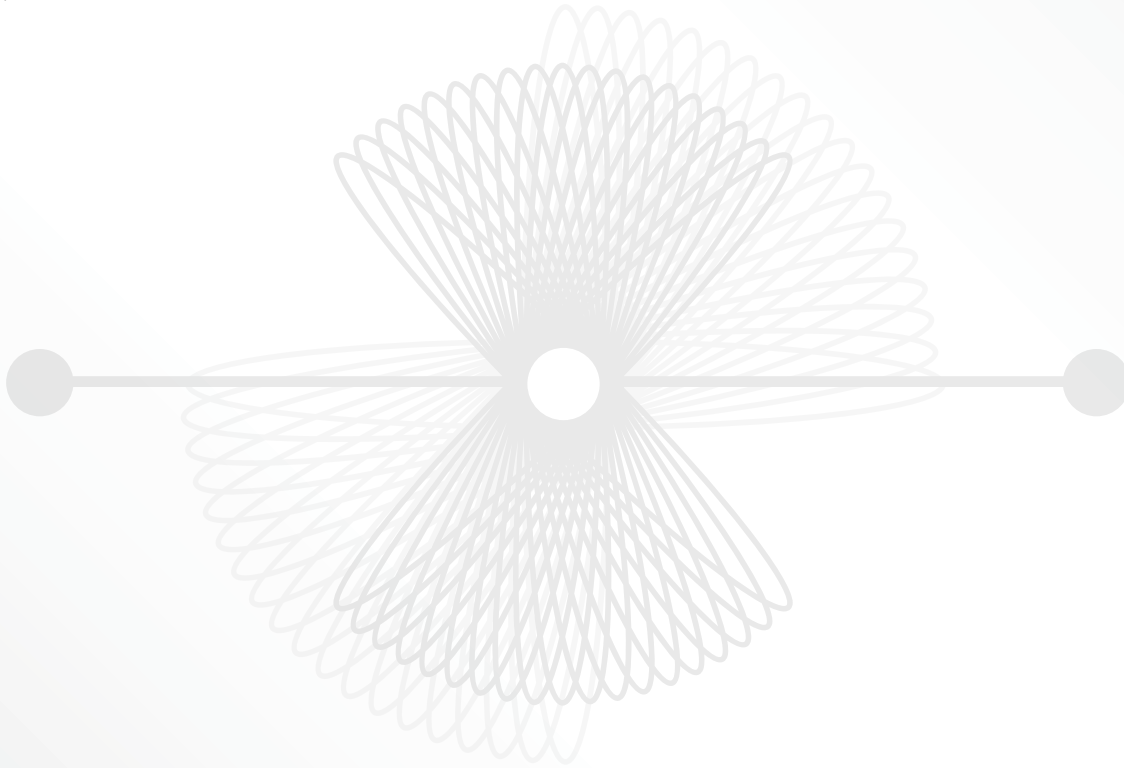
- LiveLOOK integration available for CIC 3.0 SU13, 4.0 SU1
- PC, Mac, or Linux compatible, 100% browser based
- Works with all major web browsers including Internet Explorer, Firefox, Safari and Chrome
- Works with complex pages and technologies: Ajax, Flash, .NET, Silverlight, applets, ActiveX controls, dynamic pop-ups, complex Java, secure pages, and so on
- Start sessions between users on two different platforms with no operating issues
- No download required – user is only required to have Java installed (Java is common web software that most users already have)
- Secure
 - Sessions are conducted over a 256-bit encrypted tunnel to prevent unauthorized users from breaking into someone else's sessions
 - No private or consumer data is ever captured or stored
- No firewall issues – LiveLOOK technology works across all firewalls and pop-up blockers
- No technical roadblocks, such as those associated with first-generation co browsing products

Licensing

- Purchase LiveLOOK licenses from LiveLOOK
- A server-side only license is needed for CIC, with no additional user add-on licenses

How LiveLOOK works

- For CIC, LiveLOOK easily plugs in to the Interaction Client .Net Edition and CIC's web chat user interface
- Add a LiveLOOK button (or link) to your website
- As customers communicate with the contact center, via voice or web chat, agents can guide the customer to the link on your website to start a session.
 - When the customer clicks the button on your website, a message instantly appears and presents a session number
 - The customer gives the agent the session number to allow the agent to start the screen sharing session immediately
- No downloads, and no delays



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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