Interaction Web Portal

Access the right information at the right place and time.

Interaction Web Portal (IWP) offers a web-enabled view into the contact center – allowing users to access contact center statistics, reports, call recordings, and live-call monitoring at any given time and place.

Outsourcers realize considerable benefits by sharing this portal with clients so they can access what is occurring in the contact center. The tool also allows agents to view their own performance statistics while gaining access to time-off reporting and quality measurements.

By providing a flexible, simple way to access to critical information, IWP allows users to make better decisions and improve overall contact center performance.

> For a display of real time statistics, Interaction Marquee is available as an add-on product. It runs on the IWP framework and allows users to view and display real-time statistics on wall boards, LED screens, monitors, and smart phone mobile devices. See details below...

Interaction Web Portal seamlessly integrates with the Customer Interaction Center™ (CIC) software to provide substantial benefits.

Outsourcer's Competitive Advantage

Designed with the outsourcer in mind, IWP allows service providers to offer a full range of monitoring tools for their own customers in one portal dashboard. Since a key deliverable for any contact center outsourcer is reports and statistics regarding program operations, the ability to offer clients a web-based view is a key competitive advantage.

IWP delivers the security required in outsourcing environments, where providers typically service two or more end clients. Here, it is imperative to maintain separation between each client's data and operations. IWP delivers – allowing the CIC administrator to securely partition and create unique views and access for each client and their users.

An added bonus is the ability to display your company logo in the IWP environment, giving it a personal touch and extending the opportunity for corporate branding.

Key Features

Real-time statistical dashboard
- Monitor service levels instantly
- View key performance indicators (KPIs) and other vital statistics
- Display data in your choice of numeric or graphical format
- Depict performance data by color

Historical reporting
- Configure, view, and email reports on ad hoc or scheduled basis
- CIC system administrators control viewable data for each user

Remote live call monitoring
- Enable live call monitoring from remote locations
- Grant IWP user access to specific workgroup queues

Streaming call recordings
- Make calls captured by Interaction Recorder® available based on IWP user name and passcode
- Search call recordings based on date, time, user name, workgroup or location — or pre-define recordings (per the CIC system administrator) to alleviate the need for complex searches
- Eliminate the need to download audio files with IWP's streaming audio option
- Grant access to individual users, allowing them to access their own recordings and scorecards

Agent Portal
- Ability to see own statistics versus others
- Access to schedules and time-off requests
- Entry to own recordings and schedule sign-off
- Quality and satisfaction trends
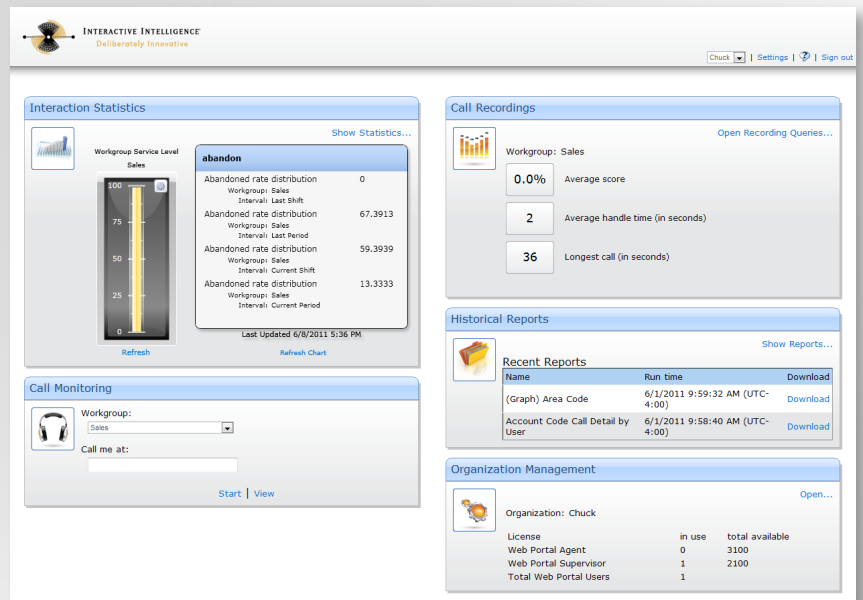
Agent Performance Tool

Give agents access to their own call recordings along with associated quality scores, formal reviews, and scheduling information.
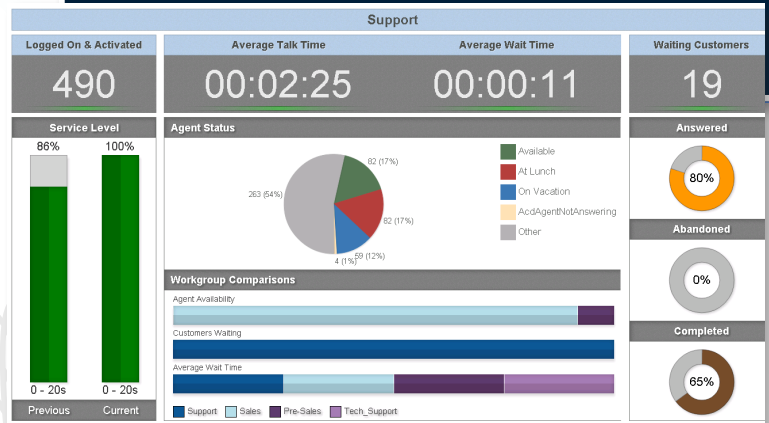
Using IWP, call center agents can view their call recordings as well as associated score cards from management and quality monitoring. This enables agent self- assessment, which is part of any successful performance management program.

Because IWP is web-based, agents also have simplified access to scheduling information. And since dedicated workstations are not required, scheduling review time is not necessary. All info is available all the time.

Simpler Approach to Displaying Statistics

Display real-time statistics on wall boards, LED screens, monitors, and smart phone mobile devices. With Interaction Marquee added on to IWP, users get a simpler approach to sharing contact center statistics with workgroups and

Interaction Marquee

Utilizing the IWP framework, Interaction Marquee allows users to view and display real-time statistics on wall boards, LED screens, monitors, and smart phone mobile devices. The tool enables a simpler approach to sharing contact center statistics with workgroups and organizations.

Key Features

Web-based administration: Performed inside the Interaction Web Portal (IWP) framework under portal management.

Flexible statistical data packages: Includes statistics for workgroup, Interaction Feedback, workgroup queue, Interaction Optimizer®, and license.

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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