Integration with IBM® Sametime®

Integrate the advanced contact center and unified communications capabilities of Customer Interaction Center™ with the unified communications and collaboration functionality of IBM's Sametime software

It's been a goal in many organizations for some time:

1) Enhance the business user experience across the enterprise, and
2) Bridge communications and collaboration gaps to improve service processes and customer satisfaction.

With the adoption of technologies such as presence, location independence, and especially unified communications and collaboration, enterprises finally have everything they need to meet such a far-reaching objective. The problem is, most enterprises aren't quite sure how to integrate all the parts.

The perfect integrated match

For more powerful communications and collaboration enterprise-wide, Interactive Intelligence lets your enterprise combine the strengths of IBM's Sametime software and the Customer Interaction Center™ (CIC) IP application suite from Interactive Intelligence — without integration headaches.

Start with CIC's integrated applications for telephony, which provide IP/PBX, ACD, call recorder, IVR, voice mail and other core communication capabilities. Then take advantage of CIC's open software architecture to integrate the Sametime solution for collaboration services — instant messaging, desktop video calls and conferencing, and application sharing. The result is a single tightly-integrated solution, and unified communications at their best.

Connect users, connect the customer, improve service

Better service happens when customers connect with the person best suited to handle their issue. But make the connection quickly and precisely, and service becomes superior. With the CIC-Sametime integration, any CIC user in your enterprise can instantly locate and communicate with any Sametime user and vice-versa, regardless of location, without having to juggle two different presence systems.

Imagine. A customer calls your contact center with an urgent sales issue. The user accesses a combined CIC-Sametime enterprise directory, finds an available member of the Sales Team, and within seconds initiates a call directly between the customer and the Sales Team resource — or an instant message, a video call, or a conference with multiple parties, whatever media is most suitable. In one seamless process, your employees collaborate accordingly, connect the customer accurately, and resolve the issue promptly.

Key features

Company-wide directory
- Single comprehensive directory for CIC and Sametime users alike
- No duplicate entries, less directory management, reduced administrative overhead

Synchronized presence
- Synchronize presence information between the CIC and Sametime software
- View the status of users in the contact center as well as the enterprise

User-defined status
- Users define how a status will be synchronized and displayed
- Increase flexibility and ease-of-use

Contact center functionality
- Equip contact center agents with CIC's Interaction Client® .NET Edition
    - Rich call control and interaction functionality from the desktop
   - Initiate Sametime instant messaging and voice chats with other employees throughout the enterprise
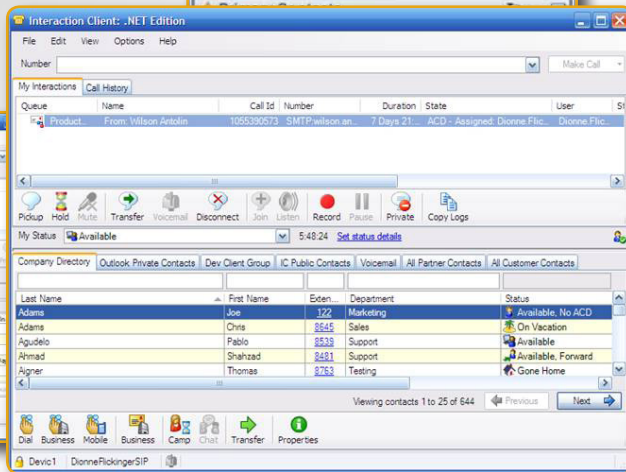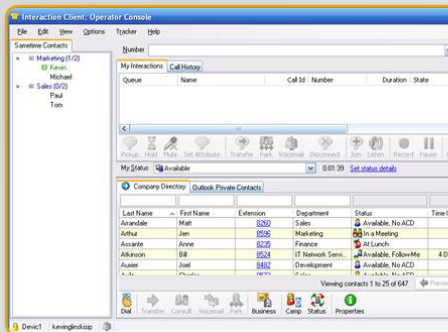
Locate and contact the right person anywhere in your organization... *faster*
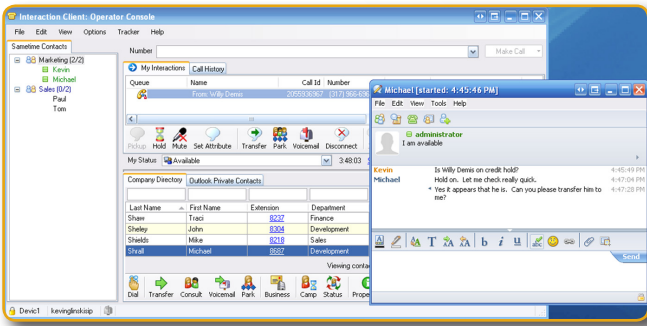
The feature-rich Interaction Client .NET Edition for contact center functionality

Equip users to manage calls as well as faxes, emails, voice mails, chats, SMS, and social media, and also extend the ability to record calls, detail incident tracking and more. Interaction Client users can view the status of enterprise users who use the Sametime Connect client, and easily place a phone call, chat or video chat with those users.

CIC status mapping	Sametime suggested mapping
At a Training Session	In a Meeting
At Lunch	Away
Available	Available
Available, Follow-Me	Available
Available, Forward	Available
Researching Support Item	Do Not Disturb
On Call with Gold Customer	Do Not Disturb
On Level 1 Call	Do Not Disturb
In a Meeting	In a Meeting
On Vacation	Not Logged In
Out of the Office	Not Logged In
Out of Town	Not Logged In
Working at Home	Available
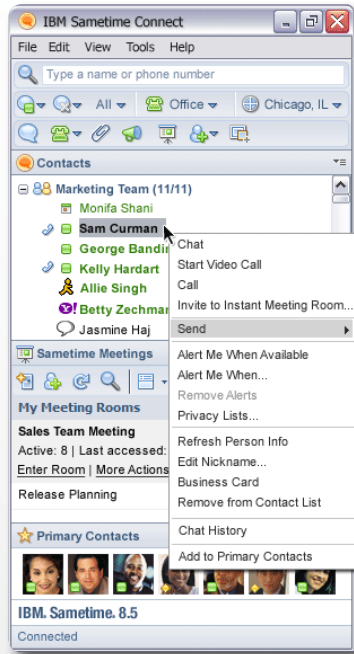
Synchronize presence in the contact center and the enterprise

Maintain the status list of each solution — CIC for contact center users, Sametime for enterprise employees — but also convert and map the differences using an easily-configured function in CIC's central administration interface.

The IBM Sametime Connect client for enterprise-wide connections

Sametime users see no difference in their Connect interface when in contact with Interaction Client users, such as users in the contact center.

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.