

Give agents a more powerful environment to serve your customers.

When an agent is prepared for every phase of the service process, they're able to enrich the experience and strengthen customer relationships.

Interactive Intelligence and Oracle RightNow Cloud Service create a tightly integrated solution to allow customers to use the agent and web facing features from Oracle combined with the Interactive Voice Response (IVR), multichannel and universal queuing and routing capabilities of the Interactive Intelligence Customer Interaction Center® to improve communication, first call resolution rates and customer satisfaction.

With all the tools they need in one place, your agents can offer service faster and more completely.

Key features

- Universal queuing of calls with all Oracle RightNow Cloud Service interaction types (emails, incidents, Web forms, social media, chats, etc.)
- Customizable screen pop of objects and data
- Ability to transfer screen pop and information from agent to agent
- Media bar presentation for "quick access" call controls, presence management, and interaction management
- Context-rich click-to-dial within Oracle RightNow CX Contact, Opportunity, and Incident workspaces
- Unified activity reporting incorporating CIC interaction details within the Oracle RightNow CX data repository

Key benefits

Improve agent productivity.

- **Centralize service functions in a single desktop application.**
 - Point and click call management.
 - Presence management, agent availability.
 - No need to toggle between applications during the service process.
- **Route and queue calls, along with Oracle/RightNow interactions.**
 - Speed agent responsiveness.
 - Provide greater insight into agent activity.
 - Create more efficient cross-channel staffing.
- **Integrate interaction detail reporting.**
 - Eliminate the need for agents to re-enter information.
 - Get greater insight into agent performance.
 - Improve consistency and accuracy of data.

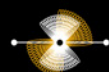
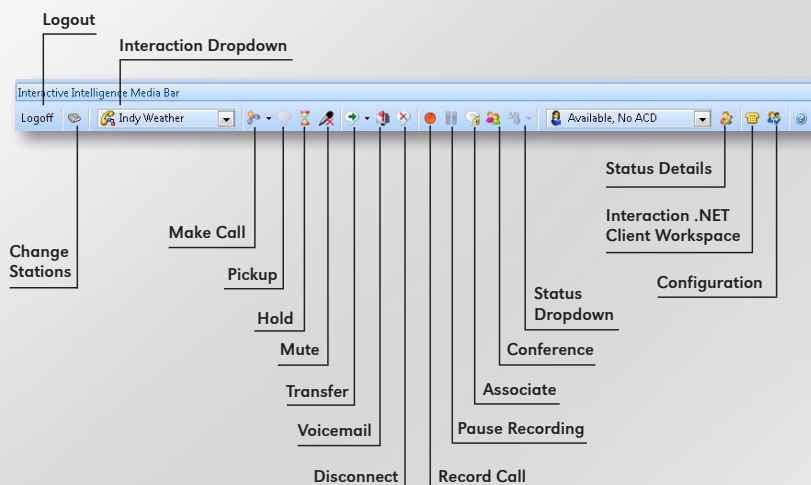
Improve customer satisfaction.

- **Put the customer in full view.**
 - Know their history and needs via screen-pop.
 - Transfer screen-pop information when engaging subject matter experts.
 - Allow customer to choose how to interact – by phone, email, chat, or social media.

Ease deployment of the Oracle RightNow Cloud Service integration.

- **Count on Interactive Intelligence written and maintained integration.**
 - Eliminate the need for third-party middleware.
 - Reduce deployment cost and complexity.
 - Get richer integration through common use of .NET functionality.
 - Oracle validated solution.

Integration Media Bar

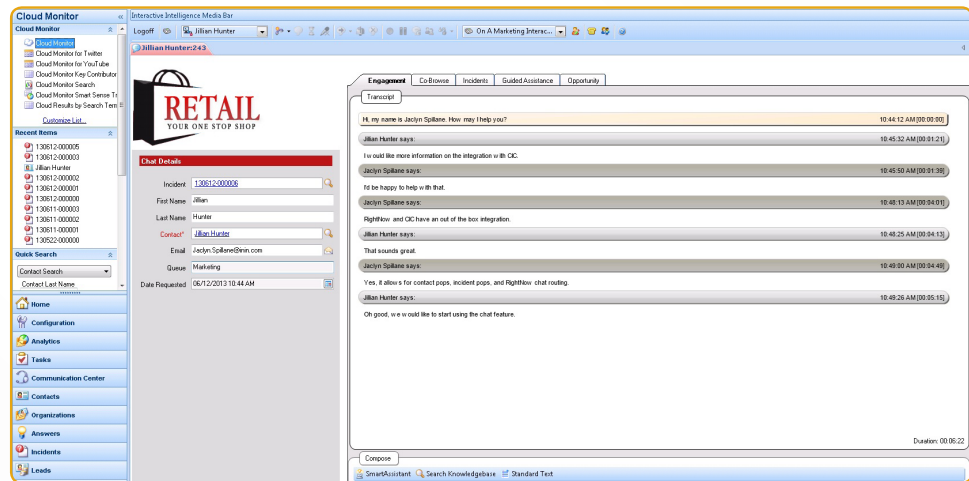
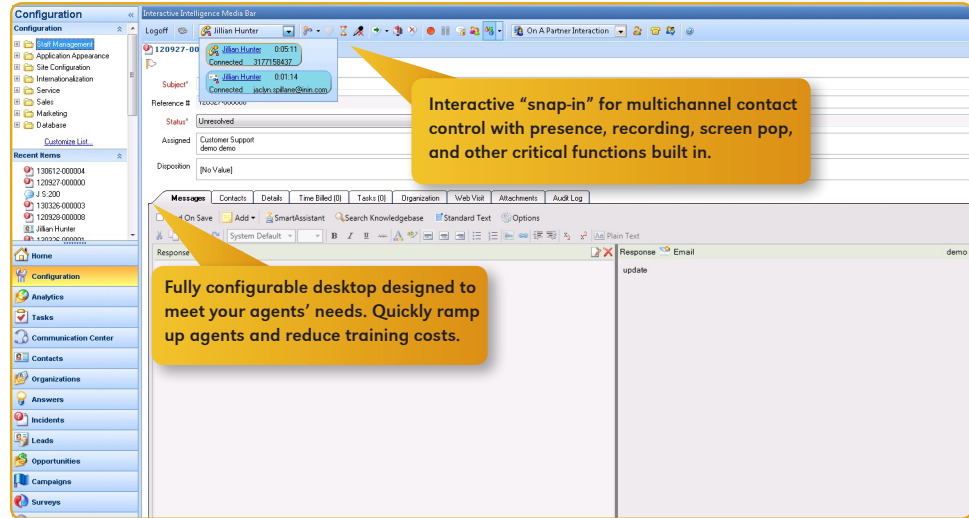


Software prerequisites

- Customer Interaction Center™ (CIC) 3.0 SU17 or later and 4.0 SU4 or later
- Oracle RightNow Cloud Service

Support standard CIC login types

- Support remote agents/users as well as those in-house:
 - Workstation
 - Remote workstation
 - Remote number
 - SIP soft phone
- Available for Hosted or Premise installs of CIC



Create a powerful and intuitive single environment for Oracle RightNow Cloud Service, call control, interaction management – and world-class customer service.

ORACLE
Validated Integration
RightNow Cloud
Service

INTERACTIVE INTELLIGENCE®

Interactive Intelligence offers unified business communications solutions for contact center automation, unified communications, and business process automation, based on our open standards, all-in-one software suite. More than 5,000 organizations worldwide currently benefit from our on-premises solutions, our cloud-based Communications as a Service (CaaS) offerings, or both, including value-added services for software, hardware, implementation, consulting, support and education.

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

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www.inin.com