



INTERACTIVE INTELLIGENCE
Deliberately Innovative



Enterprise Software Provider Deploys Integrated Contact Center Automation and Customer Experience Software Suites

Integrated solution results in improved customer service and increased agent productivity

Case Study

Summary

Customer: Deltek



Headquarters: Herndon, VA

Industry: High-tech – enterprise software provider

Product(s) Replaced:

- Hosted contact center solution

Number of Users:

- Agents: 200
- Business Users: <10

Challenge: Replace hosted solution to more quickly expand and add better functionality for reporting and key integration with RightNow platform.

Interactive Intelligence Products Deployed:

- *Customer Interaction Center™* (CIC)
- *Interaction Marquee™*
- *Interaction Monitor™*
- *Interaction Recorder®*

RightNow Products Deployed:

- *RightNow® CX Suite*

Benefits:

- CIC and RightNow integration for screen-pop eliminates delays in finding customer records
- Callers hear customized IVRs based on RightNow profile
- System uptime now at 99.9%
- Easy integration of new and remote agents

About Deltek

Deltek is the leading global provider of enterprise software and information solutions for government contractors and professional services firms. More than 14,500 organizations and 1.8 million users in approximately 80 countries around the world rely on Deltek to research and identify opportunities, win new business, optimize resources, streamline operations, and deliver profitable projects. Deltek is headquartered in Herndon, Virginia and employs more than 1,700 people worldwide. For more information, call 800-456-2009.

www.deltek.com

The Challenge

Deltek's rapid growth, including several mergers and acquisitions, meant that it would frequently have to incorporate new business units and employees into its technology platform. The company had been using a hosted contact center solution, but found it to be increasingly unsatisfactory for supporting its growing global operations.

"The solution limited our ability to integrate our contact center systems with other business solutions, including a key integration we wanted with our RightNow® customer experience software suite," said Deltek's vice president of IT services, Robert Hutchison. "It also made it difficult to configure applications such as skills-based routing. Combined with frequent outages, we knew it was time to find another solution."

Deltek also needed to find a new solution with better reporting capabilities. "The reporting was too basic, plus it took us hours to pull reports each month," said Deltek's vice president of customer care, Brian Daniell. "We needed a much deeper understanding of where calls were coming from."

The Solution

Deltek reviewed solutions from several vendors, including one from Interactive Intelligence called the *Customer Interaction Center™* (CIC), an all-in-one IP communications software suite.

Deltek narrowed its choice to Interactive Intelligence and one other vendor. "The other vendor was quite a bit smaller than Interactive and it was just breaking into the direct sales model, which we had concerns about," Hutchison said.

Deltek chose Interactive Intelligence due to its track record and reputation for innovation. "Interactive's size and demonstrated stability, along with its consistently significant investment in research and development, were factors in our decision," Daniell said.

Today, Deltek uses CIC's full suite of applications, including skills-based routing, interactive voice response, Web chat, recording, reporting, voice mail, and unified messaging. Deltek is also using CIC's add-on application to remotely monitor and

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administer servers, gateways, and other devices within the network, along with an add-on application that displays statistics data on a contact center wallboard. CIC is integrated with Cisco's Unified Communications Manager.

A key part of the CIC deployment was integration to Deltek's customer experience software suite from RightNow Technologies. This integration provided screen-pop, which displays a customer's record from the RightNow system simultaneous with the call. It also embeds the Interactive Intelligence call control functions – answer, call, record, conference, etc. – into the RightNow user interface.

Today, CIC supports Deltek's 200 agents located across five contact centers – two in the U.S., in Massachusetts and Virginia, and one each in Denmark, the Philippines, and the United Kingdom. About 35% of Deltek's agents work remotely. CIC also provides IP PBX functionality to a handful of business users.

The Benefits

A major benefit of Deltek's deployment has been its CIC integration with the RightNow software suite. “Our CIC and RightNow integration has been a home run,” Daniell said. “Now we can route customers to the correct agent based on their profile in RightNow, instead of our old method of having customers choose from multiple menu options. We've also customized CIC's IVR based on the customer's RightNow profile so they only hear menu options relevant to their product portfolio.”

The integration's resulting screen-pop has also proved beneficial. “With our previous solution, agents and analysts had to spend two or three minutes just to find a customer in our RightNow system,” Daniell said. “Our CIC and RightNow integration has eliminated the need for this. Combined, the many new capabilities of our integration have resulted in significantly improved customer service and increased agent productivity. Our move to CIC is another step in our ongoing efforts to constantly improve the customer experience.”

Other CIC deployment benefits include a dramatic increase in reliability – now at 99.9% uptime.

Adding new agents to the system, especially remote agents, has also become easier. “Our CIC deployment coincided with one of the biggest acquisitions in our history,” Daniell said. “Because of CIC's open, software-based architecture, we were able to quickly and easily add new agents, which minimized disruption to our business.”

Overall, Deltek's deployment has aligned well with its own promise to customers. “We designed our solutions to give our customers the insight, clarity, and control they need to drive their businesses forward,” Daniell said. “CIC and RightNow have essentially done the same thing for our business: we now have in-depth visibility into customer interactions, along with the ability to better respond to these interactions, which will help us grow and succeed.”

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INTERACTIVE INTELLIGENCE

Interactive Intelligence Group Inc. (Nasdaq: ININ) offers unified business communications solutions for contact center automation, enterprise IP telephony, and business process automation. More than 4,000 organizations worldwide currently benefit from the company's open, all-in-one IP communications software suite, which can be deployed as an on-premise or cloud-based communications-as-a-service (CaaS) solution.

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