

## Give agents a more powerful environment to serve your customers

It's a staple of exceptional customer service: When an agent is prepared for every phase of the service process, they're able to enrich the service experience and strengthen customer relationships. Interactive Intelligence and RightNow Technologies (RNT) create a powerful customer service environment for agents with call control, screen pop and presence management integrated in the RightNow CRM interface.

With all the tools they need in one place, your agents not only offer service faster and more completely, they make "exceptional" the norm.

Handle more interactions, more rapidly. Agents manage interactions using point & click controls to dial, pickup, disconnect, place on hold, and even record on-demand for compliance purposes. The RightNow integration also supports routing for queued e-mails via the Interactive Intelligence Customer Interaction Center®, plus presence management to convey an agent's availability.

Take control the instant an interaction comes in. At the same time an agent receives an interaction, a screen pop automatically presents the remote party's CRM details if their record is stored in the RightNow system. If no records match, agents can easily create a new customer profile during the interaction.

Conference with other users when needed. Sometimes an answer has to come from someone in Accounting or Shipping. Agents can use "Members" conferencing to quickly connect other agents to discuss and resolve common issues.

Seamlessly transfer calls and consult with other users. Easily make blind and consult transfers all through embedded telephony controls from within the RightNow interface.

### Key features

- Media bar presentation for "quick access" call controls — hold, mute, transfer, record, send to voicemail
- Universal queuing for calls and emails
- Fully configurable
- Transfer capability with voice and emails alike
- Historical report data
- The ability to:
  - Click to dial
  - Export and link RightNow and Interactive Intelligence data into data warehousing systems
  - Quickly manage active interactions in the media bar through tab association
  - Screen pop a record automatically using the contact's phone number (ANI); contact must already be stored
  - View the full Interaction Client® .NET Edition through a tab in the RightNow interface

### Key benefits

#### Improve the agent experience

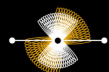
- Centralize service functions in the RightNow client
  - Point & click call management
  - Presence management, agent availability
  - Screen-popped customer data with inbound interactions; at that point you can also create new CRM record if not already stored
  - Queued e-mails and calls
  - No toggling between systems and applications during the service process

#### Improve the customer experience

- Handle incoming interactions seamlessly
  - No delays from accessing multiple systems and applications
- Put the customer in full view
  - Know their history and needs via screen-popped RightNow CRM records
  - Customers choose media by which to interact: phone or e-mail
  - Route queued e-mails and chats in their entirety to agents, speed resolution across all interactions

#### Ease deployment of the RightNow integration

- Plug-in architecture gets users up and running quickly
  - No expensive, time-consuming programming



## Interactive Intelligence software prerequisites

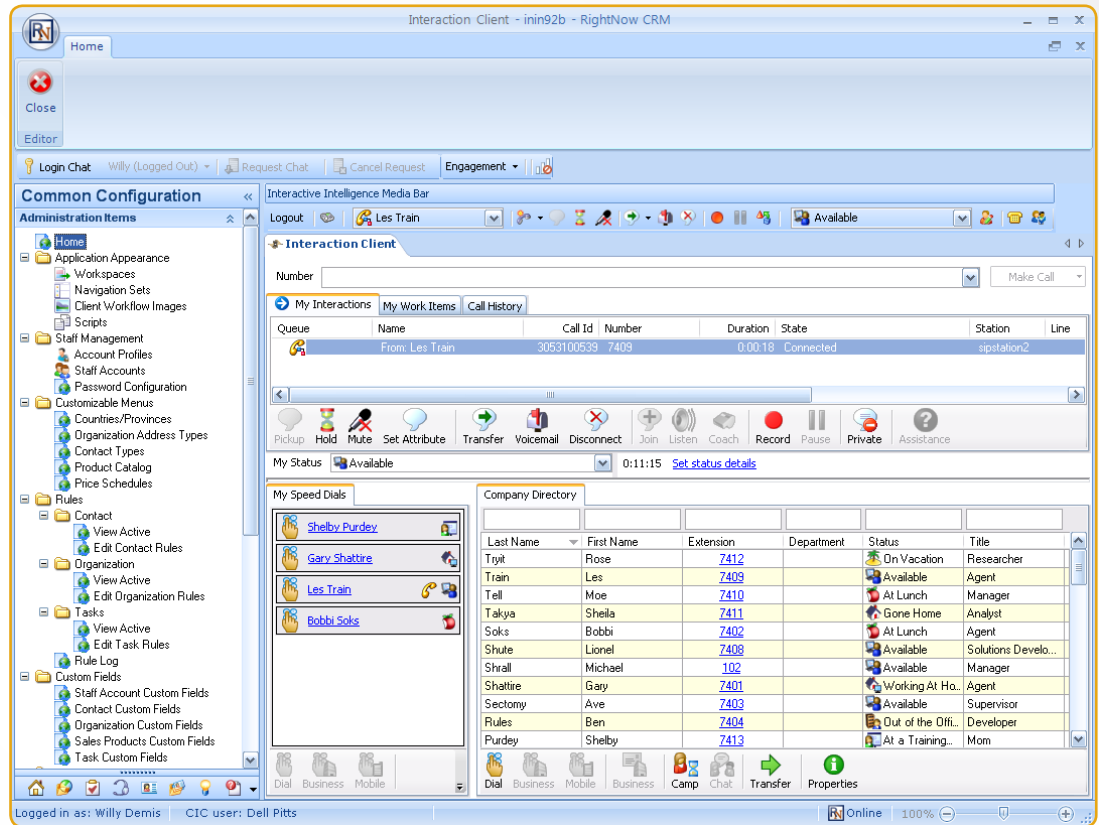
- Customer Interaction Center® (CIC) 3.0
- Interaction Client® not required, but can run side-by-side with the RightNow client

## Support standard CIC login types

- Support remote agents/users as well as those in an office:
  - Workstation
  - Remote workstation
  - Remote number
  - SIP soft phone

## Leverage the Interaction Center Platform® technology

- No additional voice boards or equipment required to handle calls, emails and chats



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

# INTERACTIVE INTELLIGENCE®

Interactive Intelligence offers unified business communications solutions for contact center automation, enterprise IP telephony, and business process automation, based on our open standards, all-in-one software suite. More than 4,000 organizations worldwide currently benefit from our on-premise solutions and cloud-based Communications as a Service (CaaS) offerings, including value-added services for software, hardware, implementation, consulting, support and education.

At Interactive Intelligence, it's what we do.

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