

## One solution for real-time keyword and phrase-spotting, recording, supervisory monitoring, and threshold alerts

**Interactive Intelligence** has implemented its scalable all-in-one platform and integrated application suites in more than 4,000 organizations worldwide since 1994. And repeatedly, we've shown how our innovative unified communications technology for the contact center, enterprise IP telephony and business process automation provides:

- Open adaptability for business growth
- A lower total cost of ownership
- A faster return on investment

*Interaction Analyzer* continues that tradition by overcoming the existing barriers organizations face when trying to deploy a world-class speech analytics solution. To improve customer service in mid-size to large contact centers and enterprises, *Interaction Analyzer's* easy-to-use functionality helps contact center managers and supervisors zero in on both the agent and customer side of an interaction. At the same time, managers and supervisors act on the resulting speech analytics information in real-time — enhancing agent training, improving service levels, and ultimately increasing customer retention.

### Real-time speech analytics

*Interaction Analyzer* provides a cost effective solution that puts intelligent real-time speech analytics within the reach of any contact center or enterprise. The *Interaction Analyzer* application is built as part of the *Interactive Intelligence Customer Interaction Center® (CIC)* all-in-one suite of products, which makes it quick and easy to deploy leveraging the *CIC* architecture.

How easy?

- Turn on the *Interaction Analyzer* licenses
- Define the keyword and phrases you want to watch for
- Sit back and watch *Interaction Analyzer* alert you when the words and phrases you've defined are spoken during calls

### A more efficient approach

Unlike traditional speech analytic solutions that mine recorded call audio, *Interaction Analyzer* listens for, detects, and alerts on spoken words and phrases in real-time. This approach allows contact centers to improve the efficiency and effectiveness of existing processes as calls are in process, not after they've ended.

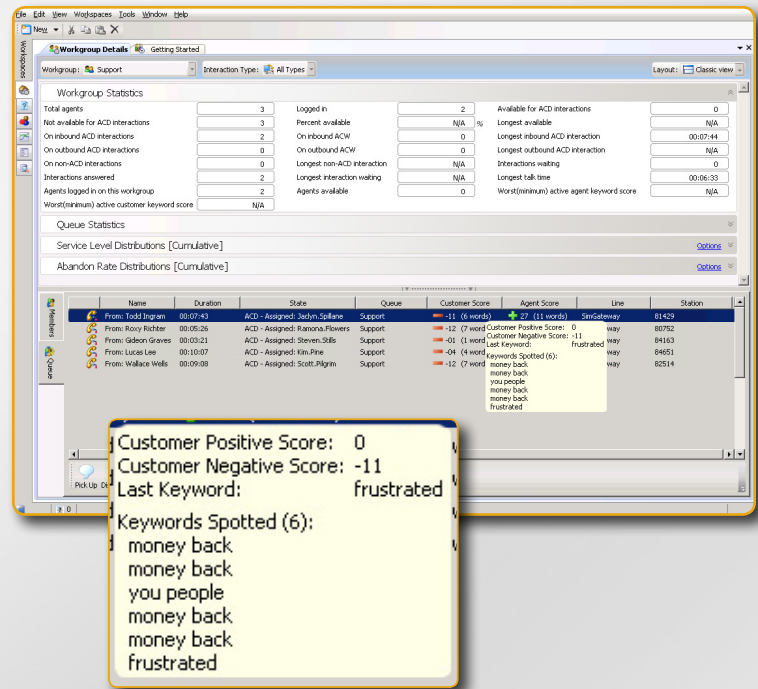
### Clear business value

All parts of the contact center can benefit from having *Interaction Analyzer* listening in on calls.

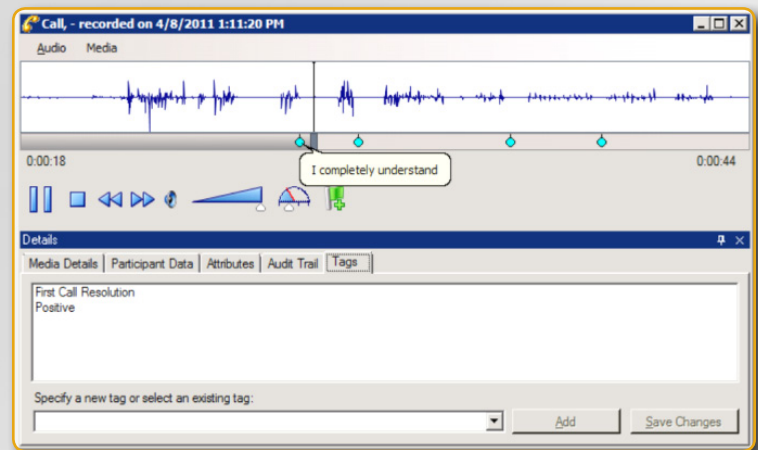
*Supervisors* can be alerted in real time to issues currently occurring on a live call, allowing them to intervene and limit negative impact on service.

*QA Staff* can decrease the time to locate the optimal recording they need for scoring and evaluating agents. Keywords and phrases spoken during the call are logged with the recording, allowing staff to search recordings for certain words they do or don't want to ever hear an agent or customer speak.

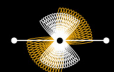
*Management* can identify trends and locate improvement opportunities or threats sooner rather than later.



Shown here, a live call and what keywords and phrases *Interaction Analyzer* heard on the call.



A spotted phrase by *Interaction Analyzer*, logged with the recording in *Interaction Recorder*



## Features

### Real-time keyword/phrase spotting

- Define lists of keywords with alternate spellings and scores
- Associate keyword lists with one or more inbound/outbound queues
- Get immediate, accurate detection with channel separation (agent vs. customer)
- Support multiple languages concurrently

### Real-time Interaction Supervisor™ views — monitoring, alerting, interaction scoring

- View words spotted + scores per interaction for monitoring as desired
- Alert on calls with low/high scores
- Track per agent and per queue scores
- Score customer and agent words separately during interactions
- Alerts are sent when pre-determined thresholds are reached, enabling intervention before issues escalate

### Interaction Recorder® integration, store speech analytics with recordings for quick search and trending analysis

- Store spotted keywords with recordings for additional search capabilities
- Tag recordings with keyword list category (e.g. Unhappy Customers)
- Search for spotted keywords in playback — jump to a specific keyword and then listen

### Real-time customization for Client side actions

- IceLib™ presents spotted keywords for client-side integration

### Keyword spotting reporting

- Run reports on specific keyword category trends by queue/agent, summarized stats

## Key differentiators

### Cost effective unified speech analytics and IP communications software solution

- Part of CIC's all-in-one suite vs. a stand-alone product
- Leverage the existing CIC architecture — no new servers to deploy or tools to learn

### Clear business value with quantifiable ROI

- Improve the efficiency and effectiveness of existing contact center roles and processes
- Supervisors — highlight interactions and agents to monitor in real time, to improve customer satisfaction and limit negative impact
- QA staff — decrease time to locate optimal recordings for scoring
- Agents — decrease handle time by suggesting resources/responses
- Contact center management — identify trends, improvements, opportunities and threats much sooner

### Straightforward to deploy

- Interaction Analyzer requires no integration of third-party audio or recordings
- Start using the Interaction Analyzer solution now; simply turn on its licenses, define keywords, and instantly begin improving analytics

### Spotability™ guidance and threshold control

- Interaction Analyzer automatically provides guidance during configuration
- Minimize false positives, maximize keyword and phrase search effectiveness

### Conduct analysis on same audio stream and at the same time as supervisory monitoring and call recording

- No need for increased network bandwidth or after-the-fact re-processing of recordings
- Reduce deployment complexity and architecture cost significantly

## 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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