

# Interaction Client® Mobile Edition

## Complete access to anywhere/anytime communications

*Interaction Client Mobile Edition* extends office communications to CIC users via Windows Mobile® devices from Microsoft®. The Interaction Client Mobile Edition is supported in Windows Mobile versions 5, 6 and 6.1.

With its complete voice and messaging functionality, the Interaction Client Mobile Edition is beneficial for users in dispersed work environments where mobility is a constant requirement, and where being connected to colleagues and customers at all times is crucial.

Whether calls come in directly to a mobile user or are routed via an ACD, users have total access to the communications they require to do business. That makes the Interaction Client Mobile Edition a valuable tool for field-based users such as sales representatives and service technicians, as well as for mobile on-premise users like technical support personnel, supervisors and even executives.

**Advanced voice communications beyond the office.** Along with making and taking calls, advanced phone functions typically found in the office are easily conducted from a Windows Mobile device.

**Familiar intuitive user interface.** The Interaction Client Mobile Edition is developed on the Windows Mobile operating system and offers an interface design mirroring the Windows®-based Interaction Client® .NET Edition that runs on the desktop. Mobile users therefore get the Interaction Client's same intuitive call and conference controls, status controls, company directories and other unique features on their Windows Mobile device.

**Real-time presence management for user status and availability.** Users manage their status from anywhere with the Interaction Client Mobile Edition's out-of-the-box presence management settings – Available, In a Meeting, On a Conference Call, etc. Settings are also easily customized for more specific organizational and user needs. In addition to managing their real-time status, users can set status messages indicating their location, return date and time, and can also easily search and view the statuses of fellow employees.

**Company and Microsoft Office Outlook® Contacts access.** To more quickly and effectively manage contacts, the Interaction Client Mobile Edition provides instant access to Client-based company directories (workgroups, departments, corporate-wide), as well as to personal contacts. Users can customize their personal contacts lists for customers, partners, etc., and can access any person in any directory via call, text, email, conference or transfer.

## Straightforward installation

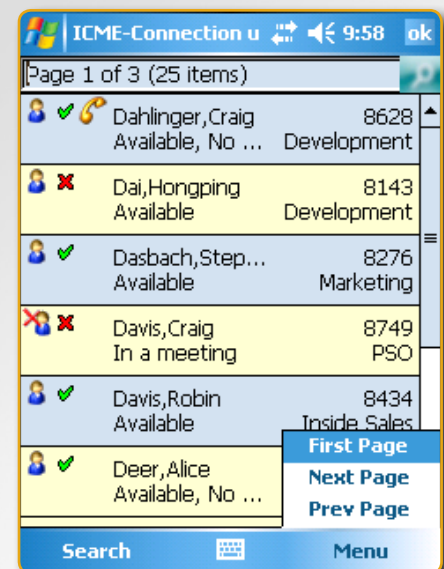
The Interaction Client Mobile Edition Server component installs directly onto an existing Interactive Intelligence Customer Interaction Center® (CIC) Server. After that, simply install the client-side component onto each Windows Mobile device for individual users, whether version 5, 6 or 6.1.

### Key features

- Intuitive call and user status controls
- Multi-party conferencing
- Rapid company directory searches and dialing
- Microsoft Outlook Contacts access
- Ability to transfer and record calls



Manage voice functions from anywhere with the Interaction Client Mobile Edition's advanced, intuitive controls

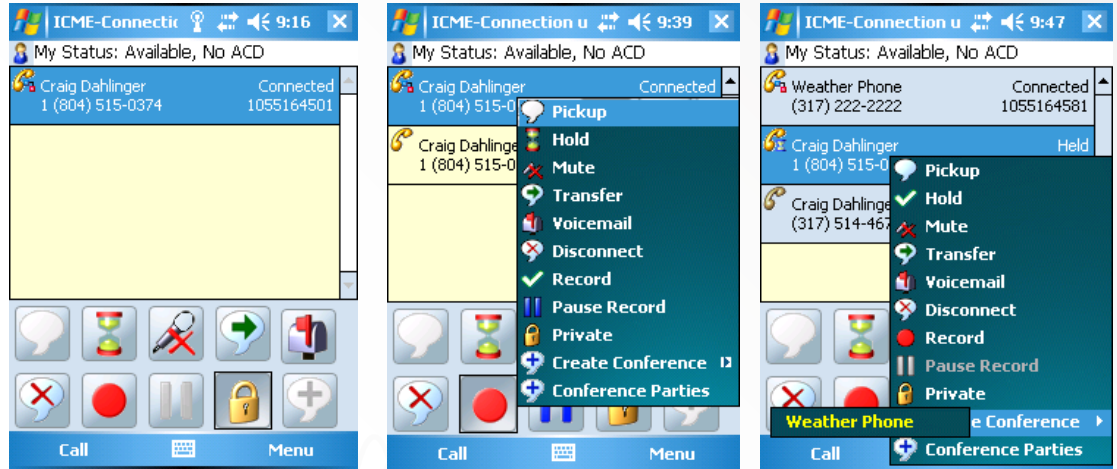


Access company directories and personal contacts, and view the status of other users in real-time

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### Call control and conferencing

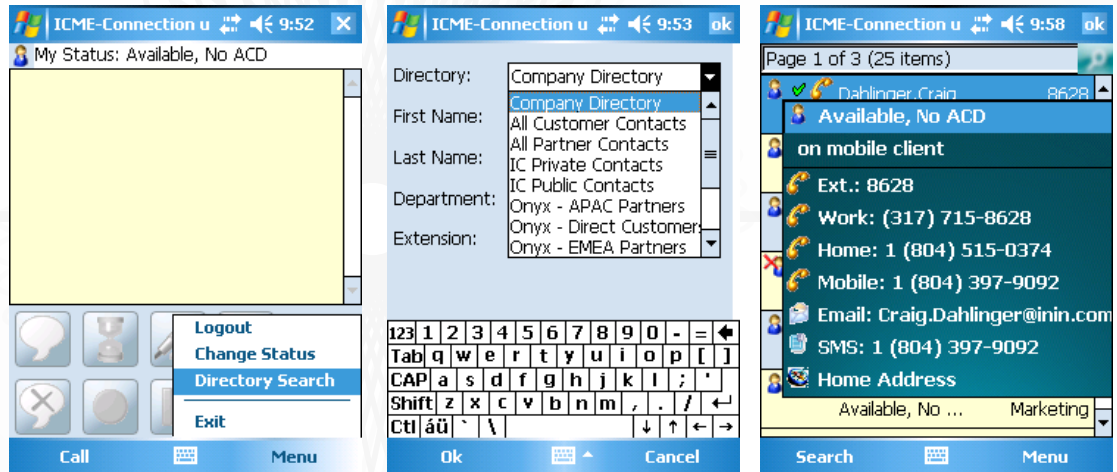
- Pickup, transfer or place calls on hold
- Send calls to voicemail
- Record calls and pause recording
- Mark calls as private
- Orchestrate multi-party conferencing sessions



Manage voice functions using the Interaction Client Mobile Edition's call control icons or pull-down menu, including orchestrating multi-party conferencing

### Directories, contacts, presence management

- Conduct rapid searches in company directories
- Customize personal contacts
- Access Office Outlook Contacts
- Access Google maps
- Set presence status from anywhere
- View real-time status of other users



Presence management functions in the Interaction Client Mobile Edition allow users to set their own real-time status from anywhere, and access company directories and personal contacts lists (including Office Outlook Contacts) to quickly locate and contact co-workers, customers and other parties.

## 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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