

Interaction Media Server™ 4.0 and Interaction SIP Proxy™, version 4.0 R2

VoIP Media and SIP Proxy capability for the Interactive Intelligence Customer Interaction Center® (CIC)

Interaction Media Server

World-class solution for VoIP media processing... and more.

Interaction Media Server comes as a core component of the SIP-based Customer Interaction Center (CIC) architecture and provides much more than simple audio processing. In Version 4.0 of CIC, all audio processing and proxy functions occur on the Interaction Media Server/SIP Proxy packaged offerings to allow CIC to operate as a pure application server. Configured with any combination of CIC servers across your LAN or WAN, Interaction Media Server models are sized to fit your organization's communications volume and provide far greater levels of scalability, reliability, and redundancy across the CIC environment.

- Perform audio operations on dedicated, reliable, and scalable media servers, deployed in a central or distributed architecture
- Perform real-time outbound call analysis during active calls and take corresponding action to events during the call
- Use one or more Interaction Media Server/SIP Proxy servers to scale a single software-only CIC server up to 5,000 ACD agents or up to 15,000 business users; add additional CIC Servers and Interaction Media Server/SIP Proxy servers to scale your CIC solution larger
- Leverage the CIC/Interaction Media Server software-only version for large-scale deployments
- Gain the advantage of an enhanced, software-based Call Progress Analysis engine when used with Interaction Dialer®:
 - Statistical pattern-matching method – a huge improvement over traditional, hardware-based algorithms used by others
 - Improved accuracy of call type (live voice vs. answering machine or call menu) and control actions during the call
 - Robust speech noise classification and background noise detection, which greatly increases the accuracy for live person vs. answering machine detection
 - Flexible deployment – use Interaction Media Server with supported SIP gateways or SIP carriers to get call analysis on a total SIP network, with no TDM-side hardware

Media Server solutions*

Packaged Solutions

- Media Server Packages (server and software)
 - Small, supports 1 Media Engine
 - Medium, supports 2 Media Engines
 - Large, supports 4 Media Engines
 - Enterprise, supports 8 Media Engines

Software-only Solutions¹

- Software-only, supports 2 Media Engines
- Software-only, supports 8 Media Engines

* Number of supported sessions dynamically varies depending on the mixture of features in use. Our sizing calculator can determine the number of anticipated simultaneous sessions each configuration provides in your environment.

¹ Requires server hardware meeting minimum specifications. Contact us for specifications.

Key Media Server features

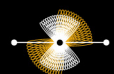
- Performs call recording and compression
- NxM configuration
- Call recording, compression, and encryption of voice and voice mail with DTMF
- Record in TrueSpeech, G.711 (u-Law and a-Law), G.726-32, GSM, or L16 format
- Perform transcoding
- Quality of Service (QoS) for both audio and signaling
- Perform transcribing between SRTP and RTP
- Advanced call analysis including detection of colored ringbacks and message detection
- Supports Interaction Analyzer™ to enable real-time keyword and phrase spotting
- Automatic Speech Recognition
- Audio Conferencing (simultaneous limit dependent on media server hardware and configuration)
- Supervisory monitoring by routing audio stream through the Media Server, not the CIC Application Server
- Enables playback controls for easy movement through a recording
- Support for remote dynamic audio, single side recording, and call waiting tones, as well as manual entry of DTMF digits from the .NET CIC client
- T.38 faxing in and out (simultaneous limit dependent on media server hardware and configuration)
- Playback of recorded music during ACDWait and Hold states
- Prompt plays requiring DTMF input and plays .wav files, TTS, and DTMF
- Registers easily with any number CIC Servers via an intuitive web administration interface
- Remote site recording to decrease WAN traffic. Also supports remote retrieval of recordings during non-peak hours via network or HTTP to optimize bandwidth usage
- Multiple independent supervisory records on the same call

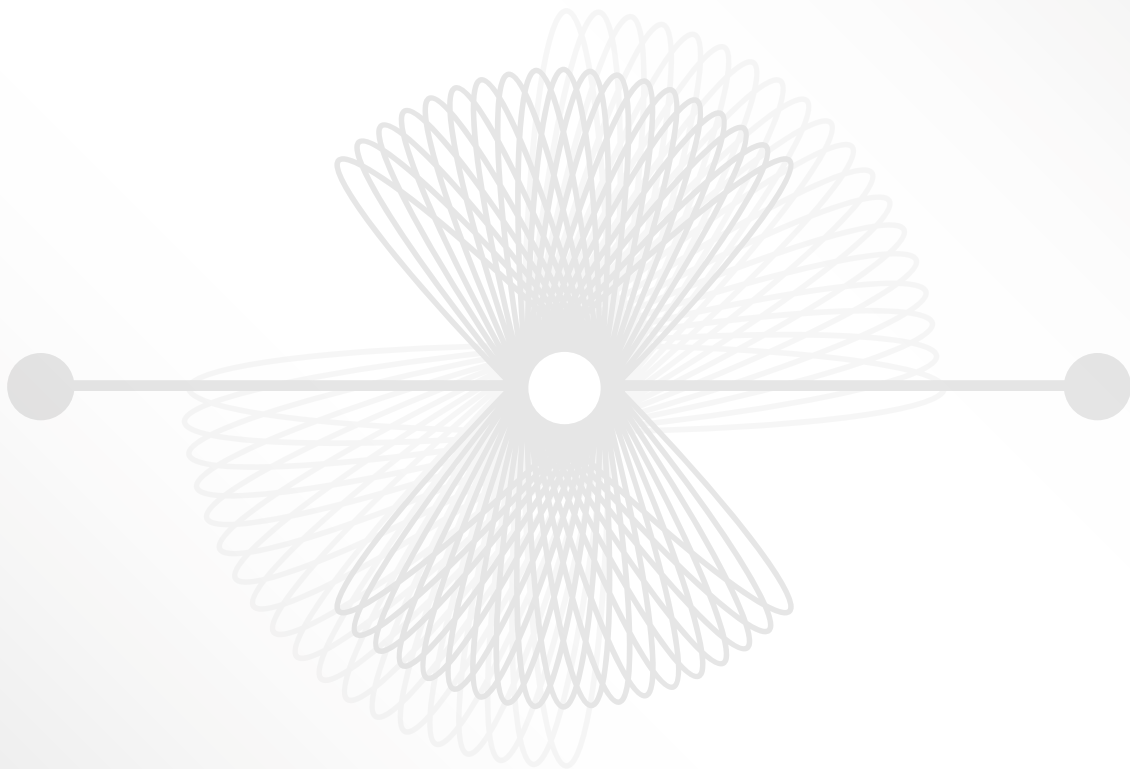
Interaction SIP Proxy

Get a full-featured SIP proxy for load-balancing and business continuity management, pre-installed as part of the Interaction Media Server and SIP Proxy packaged solution. Getting started with SIP Proxy is easy. Simply license the Interaction SIP Proxy with a license code – no additional installation is needed.

Key SIP Proxy features

- Compliant with the latest specification of the SIP standard (RFC 3261) and supporting all SIP methods and status codes
- Built-in web server for easy configuration and remote access from any browser
- Unlimited number of routing entries using a powerful yet intuitive regular expression pattern matcher
- Unlimited number of destination entries
- Fault tolerant routing; if a monitored server is not available, the SIP Proxy will use the next available route
- Load balancing for SIP messages using a round-robin, random or prioritized distribution





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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