

Locate stored Interaction Recorder® files at warp speed

You know sizeable call recording volumes can be hard enough to manage. But when several users search for archived recording files at the same time — and need results as fast as possible — too many queries can degrade response time.

Interaction Recorder Extreme Query works with Interaction Recorder to make the search for call recordings quicker. The key to Extreme Query is a powerful query engine and interface working in unison with a cache of information developed exclusively for recording file searches. The outcome is a solution that delivers results with stunning speed.

Interaction Recorder and the Extreme Query solution integrate to the Interactive Intelligence Customer Interaction Center® (CIC) IP communications solution, for the contact center as well as the enterprise.

Seamless offloaded search process. With its dedicated Query Server, which communicates directly with the CIC Server, Extreme Query offloads query activity from other recording operations to accelerate the search process. The engine in this optimized server inherently speeds queries dramatically.

Get search results in seconds. Produce a full scan of 90 million recordings (more than 130 million recording segments) in approximately *11 seconds*. Queries with date restrictions are even faster — specify a date range and typically get results in less than 2 seconds.

For outsourcers and organizations managing recordings in large volumes. Extreme Query's scalable search functionality is based on the recording benchmarks of outsourcers, which have long been regarded for the high-capacity recording loads they manage. That makes Extreme Query equally suited for insurance companies, financial services firms, healthcare providers, government agencies, accounts receivable management operations — virtually any organization that relies on recordings in large numbers for compliance, order confirmations, agent training and so on.

Key features

Make searches more precise

- Target 10 predefined and 5 custom attributes in the Extreme Query search interface

Offload search requests automatically

- Ongoing recording functions occur independently and ensure that quality monitoring services operate at full efficiency

Optimize search processes

- 90 million recordings in 11 seconds
- Searches within a date range in less than 2 seconds

Display results as sortable lists and/or drill down graphs

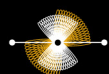
Technical specifications

Requirements

- CIC SU9
- Existing Interaction Recorder licenses
- Additional licensing for Extreme Query Server and Extreme Query Clients
- Additional dedicated server running Windows Server 2008 R2 (specifications vary based on number of recordings)

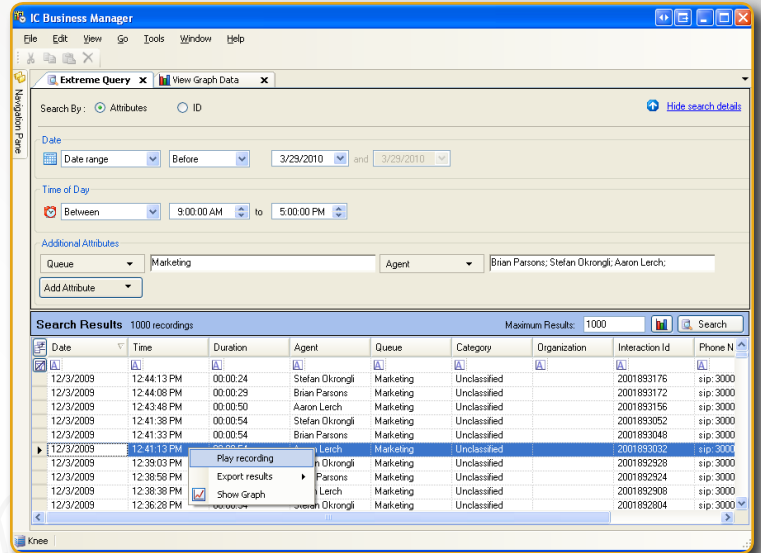
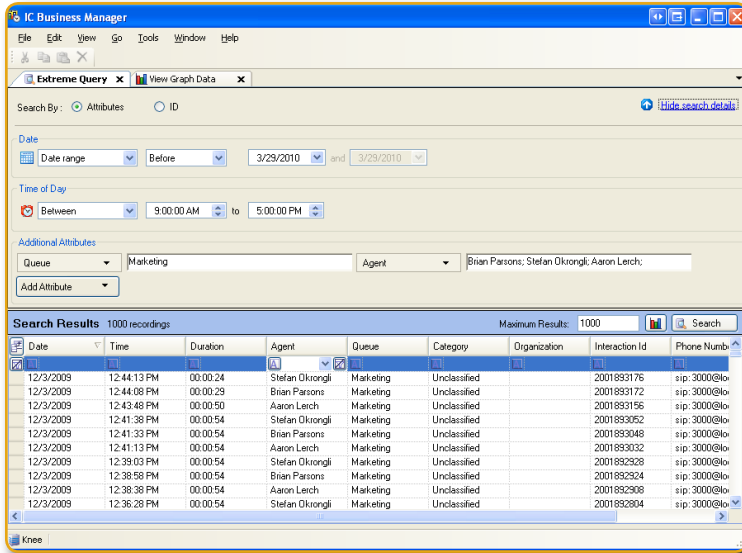
Extreme Query Server

- Communicates directly with the CIC Server
- 64-bit Windows Server, 32 GB memory or greater
- In-memory table caches “new recording” notifications as recordings are created by CIC; process inserts row into in-memory table for each new recording
- Index maintained for each field to maximize number of cached records
- Connection thread pool to manage connections to Extreme Query Clients and support startup, query requests, and update notifications



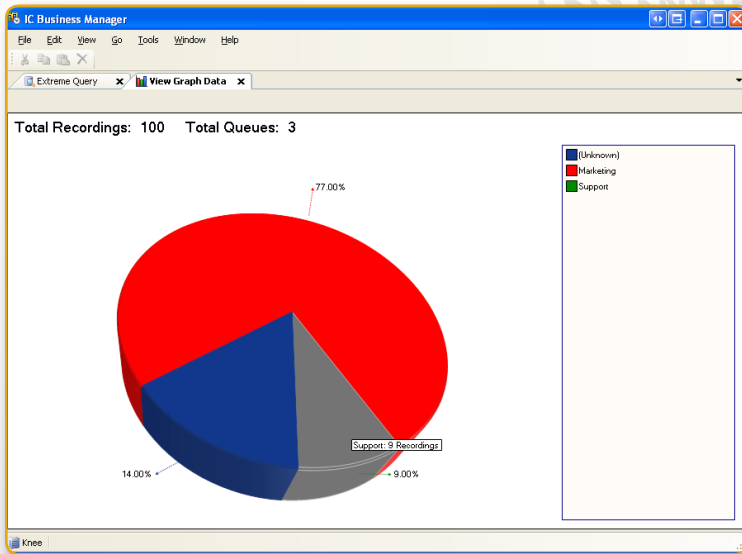
Total search control, results and reporting from a single interface

The Extreme Query Client interface



1. Conduct searches quickly and precisely by specifying a date range and up to 10 recording attributes and 5 custom attributes

2. Get all results and play recordings in the same interface



3. Display results as drill down graphs and/or sortable lists

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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