

# Interaction Recorder<sup>®</sup>

Multimedia recording, screen recording, scoring, storage and file management in one complete solution

**Interaction Recorder** seamlessly integrates with the *Customer Interaction Center*<sup>®</sup> (CIC), and with the *VONEXUS Enterprise Interaction Center*<sup>™</sup> (Vonexus EIC) for unequalled multimedia recording, quality assessment control and archiving — all in one unified application developed on a non-blocking architecture.

Because Interaction Recorder is a built-in function of CIC and Vonexus EIC's core Interaction Center Platform<sup>®</sup> technology, enabling the Recorder solution requires only simple licensing. Configuring Interaction Recorder settings and users is just as easy in the single administration interface of CIC or Vonexus EIC, which eliminates the dual administration issues of proprietary recording systems.

## For every aspect of recording

Improving agent performance and customer service requires a company to record its interactions with customers. Mandates in regulated industries such as healthcare and financial services additionally require stringent recording practices for compliance.

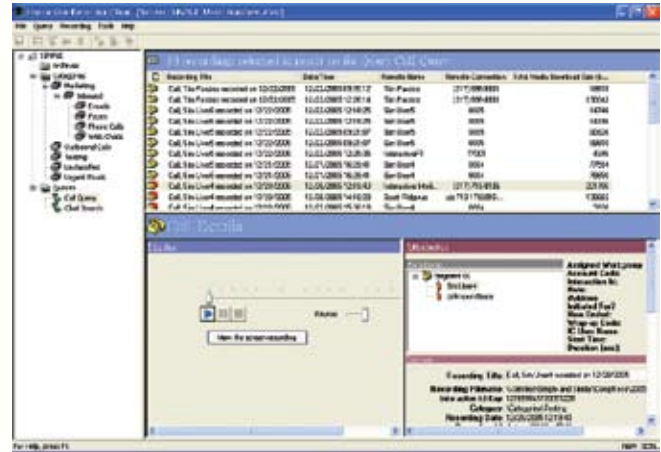
Interaction Recorder lets you simplify quality assessment processes using its innovative scoring features, facilitate score measurement and compliance practices for agents and teams with its out-of-the-box reports, streamline file management for large recording volumes with its intuitive categorization and quick retrieval capabilities... and more.

**Dispute resolution.** Recorded interaction details and reports help resolve customer disputes, and also provide evidence in regulatory compliance situations to protect against potential fines and legal costs.

**New agent training.** Supplement training programs both for in-center and remote agents using screen recordings and easily distributed call recording .wav files. Recorded interactions expose new agents to the "right" and "wrong" ways to handle interactions.

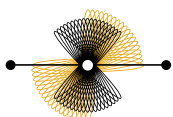
**Agent improvement training.** Use call and screen recordings alike to emphasize best practices for even the most experienced agents.

**Process improvement.** Determine ways to better manage agents and interaction processes. Recordings also provide benchmarks for improving agent skill sets and how skills apply to various interaction types.



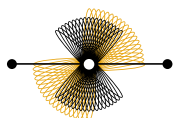
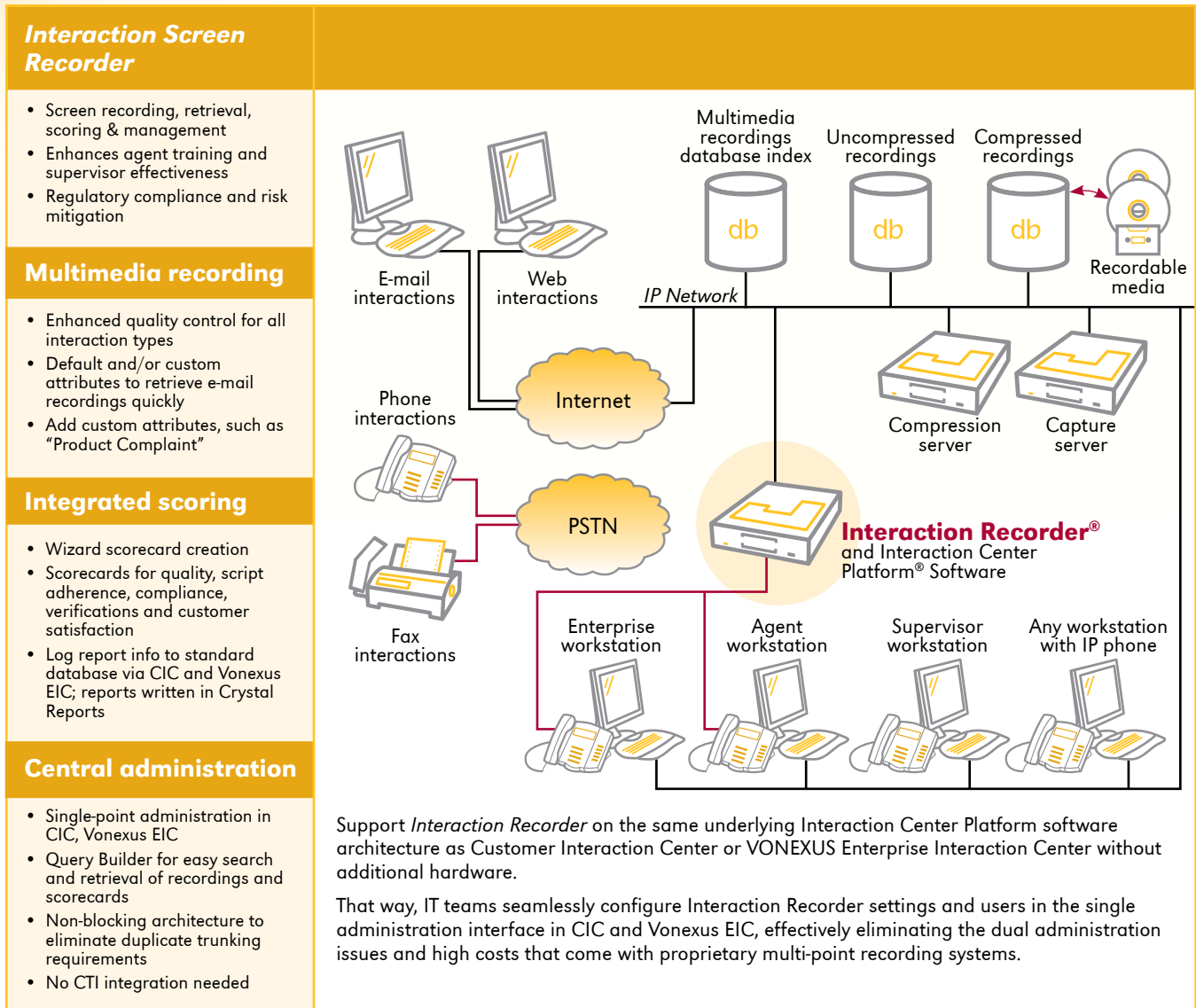
*Interaction Recorder* groups recording file management with a recording's details, whether a call, Web chat, e-mail, or fax. Call details include a media player to access and play a call recording directly in a desktop client interface.

<b>Rule-based recording</b>	<ul style="list-style-type: none"> <li>• Quick-pick rule properties to establish clear and precise recording protocols</li> <li>• Set rules for date range, day of the week</li> <li>• Entity, workgroup, role, or individual</li> </ul>
<b>Screen recording</b>	<ul style="list-style-type: none"> <li>• Capture user's on-screen view, even in a dual monitor environment</li> <li>• Capture audio</li> </ul>
<b>Multimedia recording</b>	<ul style="list-style-type: none"> <li>• Inbound and outbound calls — as well as Web chats, e-mails and faxes</li> <li>• Complete details for each media type</li> <li>• Audio playback plus attributes such as date, time, call direction for call recordings</li> <li>• Archive chat transcripts, fax messages, full disclosure of incoming/outgoing e-mails</li> </ul>
<b>Categorization</b>	<ul style="list-style-type: none"> <li>• Archive unlimited number of recording files</li> <li>• User-defined conditions for folder storage, no time-consuming batch downloads</li> <li>• Immediately and automatically store new recording files in appropriate folder</li> </ul>
<b>Integrated Scoring</b>	<ul style="list-style-type: none"> <li>• Wizard-driven scorecards to assess agent/employee performance</li> <li>• Create and customize questionnaires</li> <li>• Automatically calculate running score</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>• Encryption of interaction recordings, call audio and information about the call</li> <li>• File verification detection for any changes made to a recording</li> <li>• User-based rights-protection for authorized individuals and groups</li> </ul>



## Back-end system features

Interactive Intelligence's Interaction Center Platform multi-channel event processing software provides a single platform for Interaction Recorder as well as the *Customer Interaction Center* and *VONEXUS Enterprise Interaction Center* application suites. Organizations therefore get a total recording and quality assurance solution on one platform – from one vendor – to reduce administration times along with IT costs.



INTERACTIVE INTELLIGENCE® | Deliberately Innovative

Interactive Intelligence® provides the most innovative products and services available today for the contact center, enterprise IP telephony, and enterprise messaging.

Solutions that are modular in nature, built with proven, award-winning products that push the edge of technology to deliver a truly best-of-class offering.

At Interactive Intelligence, it's what we do.

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