

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

Improving agent performance and customer service is best achieved by recording interactions with your customers. Mandates in regulated industries such as healthcare and financial services also require stringent recording practices for compliance.

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

Interaction Recorder seamlessly integrates with the Interactive Intelligence Customer Interaction Center® (CIC) 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's core Interaction Center Platform® technology, enabling the Recorder solution requires only simple licensing – no CTI integration needed. Configuring Interaction Recorder settings and users is just as easy in CIC's single administration interface, which eliminates the dual administration issues of proprietary recording systems.

For every aspect of recording

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.

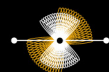
New agent training. Supplement training programs both for in-center and remote agents using screen recordings and easily distributed call recordings. Recorded interactions expose new agents to the "right" and "wrong" ways to handle interactions.

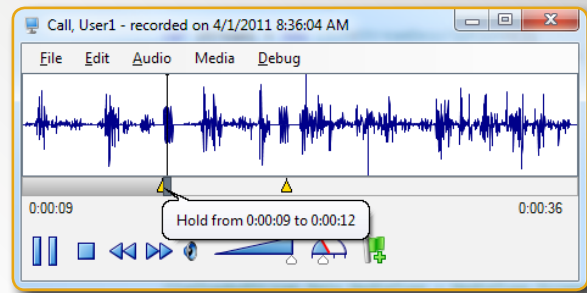
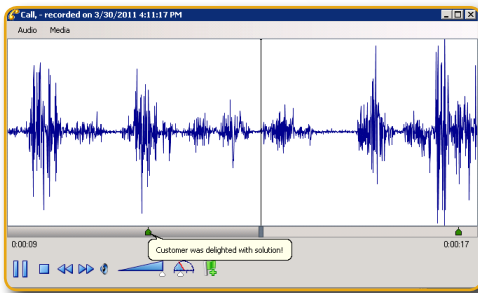
Agent improvement training. Use call and screen recordings to emphasize best practices for even the most experienced agents.

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.

Wizard-driven scorecards

Key features	Key benefits
Multichannel recording	<ul style="list-style-type: none"> Record 100%, rule-based or on-demand Record calls (including IVR), web chats, emails and faxes Capture complete details for each media type to enable rapid and targeted retrieval of recordings Use audio playback plus attributes such as date, time, call direction for call recordings Archive chat transcripts, fax messages, full disclosure of incoming/outgoing emails
Screen recording	<ul style="list-style-type: none"> Capture audio and user's on-screen view, even in a multiple monitor environment Record screens for work items not requiring direct customer interaction, such as processing a claim or conducting research
Policy management	<ul style="list-style-type: none"> Use a single, simple interface for configuring multiple policies - WHAT interactions are recorded, WHERE they are stored and WHO can access, play, score and export them Choose to store and play files locally to reduce bandwidth utilization
Integrated scoring	<ul style="list-style-type: none"> Create Wizard-driven scorecards to assess agent/employee performance Flexible choices for question type, importance, question weighting, and commenting Quickly navigate to bookmarks and notes added by reviewers, as well as event driven annotations Automatically calculate score including Critical vs. Non-Critical scores Tag and score interactions for calibration
Security and PCI compliance	<ul style="list-style-type: none"> Pause interaction recordings when sensitive information is collected Encryption of recordings, including 256-bit AES Local storage of recordings for cloud-based deployments MD5 file verification detection for any changes made to a recording User-based rights-protection for authorized individuals and groups



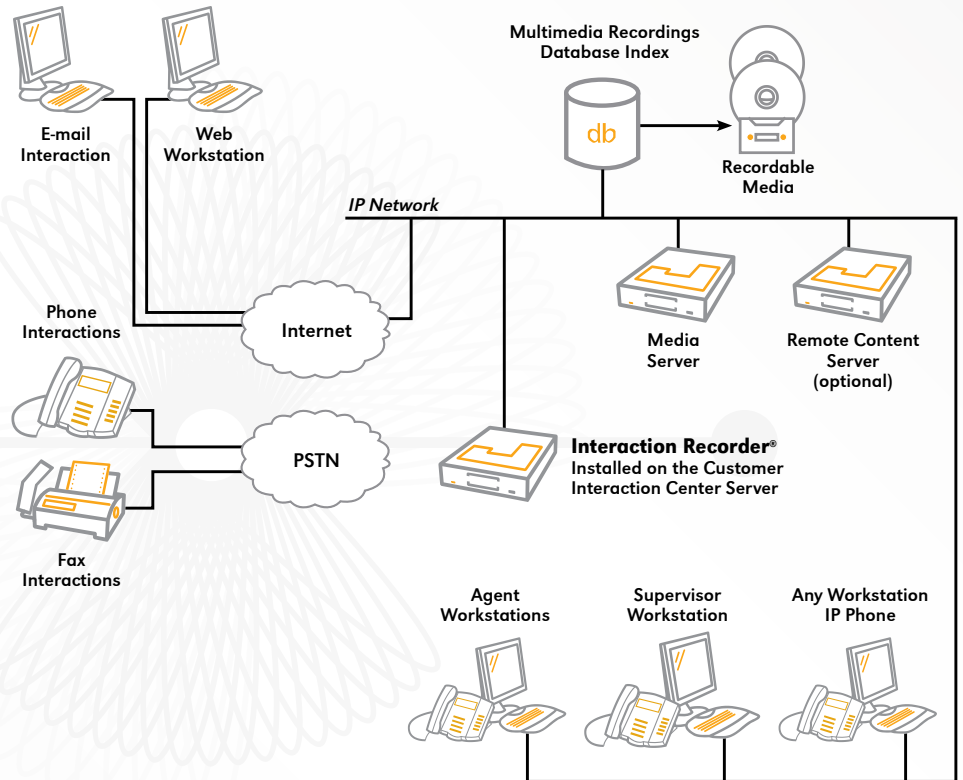


Annotations can be added to recordings for coaching purposes and automatically inserted when certain events occur such as placing a caller on hold.

Part of the all-in-one architecture

Interactive Intelligence's Interaction Center Platform provides multichannel event processing and recording with Interaction Recorder. Organizations therefore get a total recording and quality assurance solution on one platform – from one vendor – to reduce administration, integration, and support costs.

Support Interaction Recorder on the same underlying software architecture as Customer Interaction Center without additional hardware. That way, IT teams seamlessly configure Interaction Recorder settings and users in the single administration interface in CIC, effectively eliminating the dual administration issues and high costs that come with proprietary multi-point recording systems.



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.

© 2010 - 2011 Interactive Intelligence, Inc. All rights reserved.

World Headquarters

7601 Interactive Way
Indianapolis, IN 46278 USA
+1 317 872 3000 voice and fax

EMEA

Thames Central, Hatfield Road
Slough, Berkshire, SL1 1QE
United Kingdom
+44 (0)1753 418800 voice and fax

Asia Pacific

Suite 6.1 Level 6 Menara IMC
8 Jalan Sultan Ismail
50250 Kuala Lumpur
Malaysia
+603 2776 3333 voice
+603 2776 3343 fax

0811

4052-IRC-ENG

www.inin.com