

Give 'em what they want, when they want

Interaction Web Portal (IWP) seamlessly integrates with the Interactive Intelligence Customer Interaction Center® (CIC) to give decision-makers an open window into the CIC system and every detail of their business and customer service operations.

With IWP, stakeholders outside the contact center are able to view near-real time statistics, pull historical reports, hear live agent calls, and listen to streaming call recordings — all of which can be done anytime, anywhere, using secure web access. Even more comprehensively, IWP functionality addresses the needs of several client types, each with their own unique business needs and requirements.

So easy, your executives can do it!

In companies that run their own contact center, executive management and key stakeholders outside the center continually ask for critical business information, data and reports. Interaction Web Portal empowers these “internal customers” to access what they want when they want — while the parameters for what reports are made available remains in the control of the CIC system administrator. As an additional benefit of IWP, valuable resources previously needed to create and distribute such reports can now be reallocated.

It's an outsourcer's competitive advantage

A key deliverable for any contact center outsourcer is the ability to provide reports and statistics regarding their program's operations. Outsourcers are unique in that they typically service two or more end clients, and it's imperative to maintain separation between each client's data and operations. Using IWP, a CIC administrator is able to securely partition and create unique views and access for each end client and their users.

An added bonus is the ability to display your company logo in the IWP environment, giving it a personal touch and extending the opportunity for corporate branding.

Enable agent self-assessment, improvement

Successful quality management programs encourage agent self-assessments and formal reviews as a means for improvement and growth. Using IWP, call center agents can access their own call recordings, along with any associated score cards, from their management and quality monitoring team. Because IWP is web-based, access is easy since it doesn't require a dedicated workstation or the need to schedule each agent's review time.

Key features

Real-time statistical dashboard

- Instant service level monitoring
- View key performance indicators (KPIs) and other vital statistics in real-time
- Display data in your choice of numeric or graphical formats
- Color indicators depict different levels of performance data

Historical reporting

- Configure, view and email reports on ad hoc or scheduled basis
- CIC system administrators control viewable data for each user

Remote live call monitoring

- Enable live call monitoring from remote locations
- Grant IWP user access to specific workgroup queue(s); user submits a “call me at” number, then is bridged to the next call in that workgroup queue

Streaming call recordings

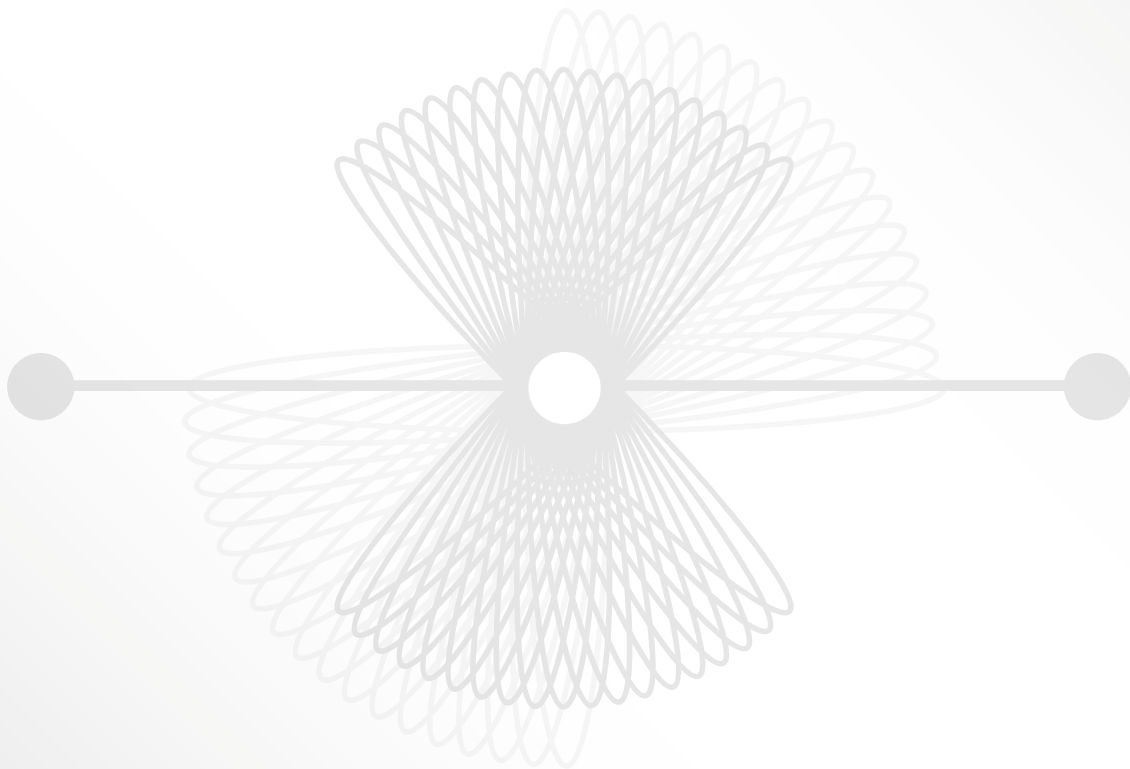
- Make calls captured by Interaction Recorder® available based on IWP user name and passcode
- Search call recordings based on date, time, agent name, workgroup or location — or pre-define recordings (per the CIC system administrator) to alleviate the need for complex searches
- Eliminate the need to download audio files with IWP's streaming audio option
- Grant access to individual agents, allowing them to access their own recordings and scorecards

The screenshot displays the Interaction Web Portal interface for ACME CORP. The interface is divided into several sections:

- Interaction Statistics:** Features a 'Workgroup Service Level Support' gauge showing 100% and an 'Interaction Survey' bar chart. The bar chart compares 'Interaction Completed (Last 24hrs)' and 'Interaction Abandoned (Last 24hrs)'. The last updated time is 6/23/2011 3:26 PM.
- Call Recordings:** Shows a 'Workgroup: Support' with a '92.9%' average score, an average handle time of 5 seconds, and 31 longest calls.
- Historical Reports:** Lists 'Upcoming Reports' with columns for Name, Run time, and Run range. Reports include 'Account Code Call Summary by User' for various dates.
- Organization Management:** Shows 'Organization: Interactive Intelligence' with a license table.

License	in use	total available
Web Portal Agent	0	400
Web Portal Supervisor	0	500
Total Web Portal Users	0	

Guided by your administrative preferences, IWP provides your internal or external customers access to critical business information and functions via secure web access.



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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