

CUSTOMER INTERACTION CENTER

FOUR.0

The Next Wave of Intelligent Business Communications

What's new in Customer Interaction Center™, Version 4.0

CIC has always been a powerful all-on-one solution for IP business communications. Now with the release of 4.0, CIC provides an architecture that's even more powerful, user tools to make the customer experience even more satisfying, and management tools that improve the performance of any business – dramatically.

Improved Architecture

- Eliminates third-party telephony components
- Increased scalability and reliability
- CIC becomes a pure application server
- All media processing on the *Interaction Media Server™ Appliance*
- Virtualization of the CIC environment
- Internal cloud deployment option

Enhanced Experience

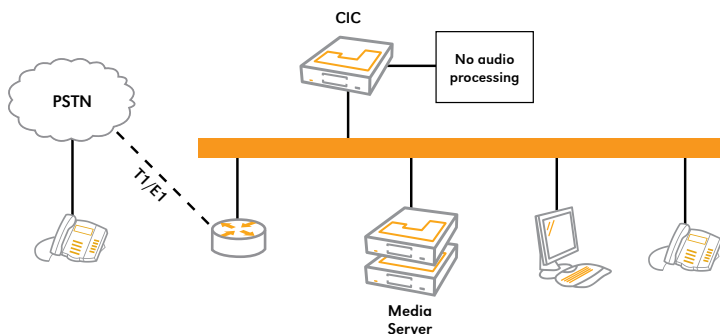
- Enhanced web client
- Additional email handling
- Agent assistance
- New web portal for internal stakeholders and external customers

Expanded Management Insight

- Real-time speech analytics
- Improved quality monitoring
- Reporting and supervisory enhancements

Improved Architecture

CIC 4.0's strength originates from moving all audio processing to the Interaction Media Server appliance and making the CIC server a pure application server. For a business's communications infrastructure, the benefits are both measurable and wide-ranging.



Eliminate third-party telephony components

- With version 4.0, CIC is now a pure application server, a shift that eliminates the need for third-party voice hardware or HMP software
- In place of voice hardware and HMP, Interactive Intelligence has expressly upgraded the Interaction Media Server appliance to handle all audio needs of CIC, and has developed the appliance for durability in processing these audio functions at high volumes

Increased scalability and reliability

- Perform many more operations than in previous releases of CIC with the Interaction Media Server's high-volume processing
 - Compression/encryption
 - Prompts and DTMF (IVR)
 - Call analysis
 - Fax
 - Conference
- Enhance system continuity, with the option to take selected Interaction Media Servers out of service for maintenance without impacting system performance

Virtualization

- Get full virtualization support for the CIC server, based on 4.0's migration of audio functions to the Interaction Media Server appliance (see info at Testlab.ININ.com)
- Simplify CIC server management and consolidate data center operations to support "green" initiatives and reduce energy consumption
- Restore the CIC system quickly and effectively

Private cloud deployment option

- Place virtual CIC 4.0 servers and Interaction Media Server appliances at distributed locations

Configuration flexibility

- Regionalize multiple Interaction Media Servers to a single CIC server – keep audio processing local and reduce bandwidth usage
- Configure multiple CIC servers to leverage a single Interaction Media Server appliance or bank of media servers – consolidate resource usage, simplify administration, reduce admin and operations costs

Enhanced Experience

As CIC has done since its first release, CIC 4.0 continues the focus of providing a better customer service experience. Yet with improved tools and features at every level of the service process — operational and executive levels, the supervisor level, the business user and agent level — CIC 4.0 actually enhances the experience for users as well as customers.

Enhanced web client

- Provide agents and other end users the same features for voice-only media as the Interaction Client® .NET Edition, including enhanced transfer options and support for WrapUp Codes and Agent Activation
- Extend features to business users such as support for Account Codes, the CIC dial pad, and the web-based ability to change the user's password

Additional email handling

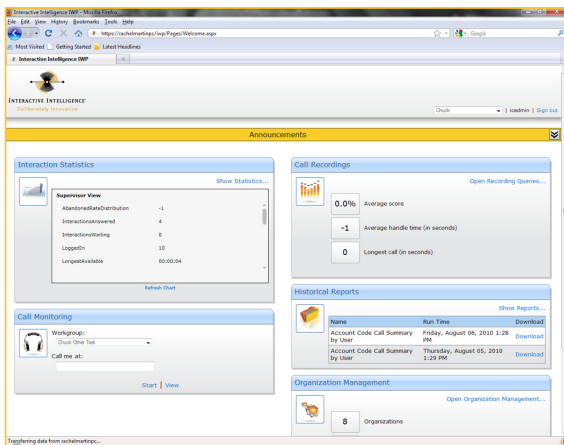
- For email and other asynchronous interactions, configure service levels by channel type, to set appropriate levels vs. those interactions that occur in real time, such as phone calls or web chat
- Take greater control of the agent-customer interaction during email conversations
 - Email now opens in read-only mode
 - Users can now choose to Reply, Reply All, or Forward emails
 - Each segment of an email thread now shown in the Interaction Client as you process each email interaction

Agent assistance

- When multiple supervisors are handling one queue, view all agent assistance requests in a single overview — see all outstanding requests and whether they've been handled by another supervisor
- After opening a supervisor-agent chat session, and once an assistance request has been accepted, supervisors have instant access to call controls for record, listen in, coach, or take control of the call

New web portal for internal stakeholders and external customers

- Monitor, record, report and track agent and queue activity in a single web portal environment for executives as well as supervisors
- For outsourced service providers, offer monitoring tools for customers in one comprehensive portal dashboard: real-time ACD stats and historical data, customizable and ad-hoc reports, interaction monitoring, and recording functionality to playback recorded interactions and review agent scorecards



CIC 4.0's Interaction Web Portal

Expanded Management Insight

More than any previous version of CIC, version 4.0 provides a total real-time view of what the CIC system and every user is doing at any given point in the service process. CIC 4.0's new feature for speech analytics and "word spotting" even helps you determine a course of action to effectively respond to customer comments, requests and inquiries.

Real-time speech analytics

- Real-time interaction keyword spotting with *Interaction Analyzer™*
 - Define lists of words/phrases with alternate spellings and scores, and associate with in/outbound queues
 - Get immediate, accurate detection and event generation with channel separation (agent vs. customer)
 - Concurrent multi-language support: US English, Spanish
- Real-time *Interaction Supervisor™* views
 - View words spotted and score statistics for real-time supervisory monitoring and control
 - Alert on calls with low/high agent/customer scores
- *Interaction Recorder®* integration
 - Associate spotted keywords with call recordings for additional recording search capabilities
 - Present spotted keywords in recording, with ability to "jump" to spotted words

Improved quality monitoring

- Make monitoring seamless — tab between *Interaction Supervisor*, *Interaction Optimizer®*, *Interaction Feedback®*, *Interaction Recorder*, *Interaction Process Automation™* and other CIC monitoring apps with 4.0's .NET Interaction Supervisor environment and the Interaction Center Business Management framework
- Mouse over and "drill into" particular statistics in the .NET Interaction Supervisor interface, for a more detailed real-time view and better understanding of developing service issues
- Scale to greater monitoring capacities in the contact center, since the new .NET Interaction Supervisor application utilizes far less bandwidth than the legacy version

Reporting and supervisory enhancements

- *Interaction Supervisor* improvements
 - Completely new Interaction Supervisor written in .NET
 - Highly improved scalability by using Icelib and Session Manager
 - Ability to filter views by Media Type
 - Share Alerts among multiple users
 - Store Alert Sets and share them with other users
 - No increased load when multiple users subscribe to the same alert
 - Drill-down capabilities on selected stats
- Reporting improvements
 - Improved configuration for Distribution settings allows settings per ACD Queue and per Media Type
 - Improved Service Level and Overall Service Level Calculation
 - Introduction of new .NET based reporting engine
 - Replace "Call Detail" with new table that includes all Media Types instead of just phone calls

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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