

Customer Interaction Center[®] for Enterprise IP Telephony

Application-rich IP PBX communications. From an intelligent **all-in-one** platform

Customer Interaction Center (CIC) provides IP telephony functionality for organizations from 1,500 to 15,000 users, including remote employees and the mobile workforce.

To unify your enterprise, CIC is a complete IP PBX application suite for IP-based business communications that bring voice, data and people together on a single pre-integrated software platform — unlike traditional PBX phone systems that provide dial tone but no ability to manage information or support Internet Protocol technologies such as VoIP.

Advanced functionality

As a communications solution for business, CIC simply offers more, for more users. Screen recording, IVR, workforce management, multi-site routing, and a built-in graphical application generator to create and deploy enhanced interaction applications whenever your enterprise needs them.

Reduce costs by replacing expensive legacy multi-point hardware systems with the CIC suite

Simplify deployment with auto-provisioning for phones, automated e-mail routing options, and a Report Assistant to simplify reporting

Centralize administration with a single intuitive interface to configure and maintain the CIC system

Improve productivity and collaboration with desktop call controls, unified messaging, mobile access, real-time presence management, more

Empower your mobile workforce with one number Find-me/Follow-me, anywhere access to voice, fax, and e-mail data, and with voice access to e-mails, Microsoft[®] Outlook[®] calendars and personal contacts

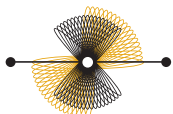
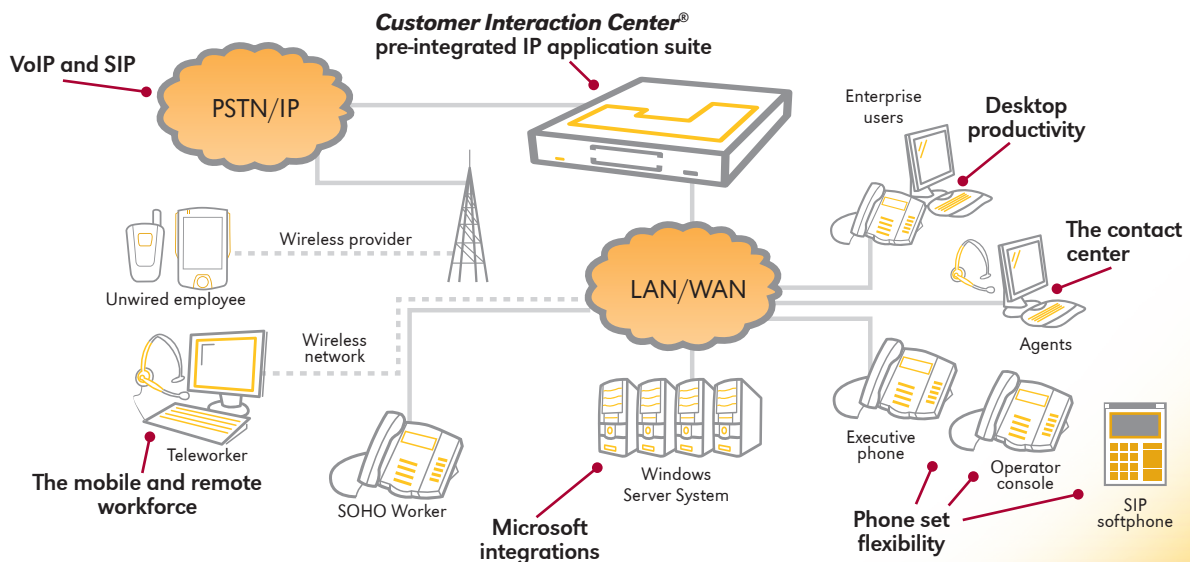
Enhance customer service by offering the multimedia contact options your customers want, and with multimedia ACD and auto attendant

Easily move to VoIP with CIC's single SIP-architected platform, gateways, and media server packaged with a SIP proxy

Increase security by supporting Secure Real-time Transport Protocol (SRTP) and Transport Layer Security (TLS) to encrypt audio and call control info.

Enjoy broader integration to third-party networking equipment, end-user devices, and Microsoft applications via pre-integrated plug-ins

Leverage CIC's unique open platform to adapt to virtually any IT infrastructure, including SIP-supported networks and multi-site configurations.



Better business communications

The feature set in *Customer Interaction Center* is built on Interactive Intelligence's core Interaction Center Platform® — a single, multi-channel event-processing software platform built from the ground up to do everything a business communications solution should do.

Scalability

1,500-15,000 business users • 50-5,000 ACD agents

Business user features

IP PBX call processing

Configurable dial plan and Direct Inward Dial (DID) number routing

Full-featured operator console

Rapid transfers, speed dial pages, quick keys, directory tool bar, more

Complete desktop phone features

Hold, transfer, park, page, Caller ID, call and message waiting, etc.

Enhanced desktop Client features

- SIP softphone
- Real-time presence management
- On-demand call recording and monitoring
- Multi-party conferencing up to 96 parties
- Corporate and workgroup directories and speed dials

Embedded call controls for the Microsoft environment

Toolbar plug-ins for Outlook, Dynamics™ GP and CRM, and the Windows® desktop

- Screen pop for Outlook Contact and Journal entries, Dynamics GP and CRM
- IVR-based data access for Dynamics GP and CRM
- Remote call control integration for Live Communications Server and Office Communications Server

Messaging

- Voice mail only, or full unified messaging
- Add desktop faxing via Fax Server licensing

Multi-lingual support

English, Spanish, French, German, Japanese and other languages

Reporting

More than 100 standard reports, including call detail reporting, end-to-end reporting, and ad-hoc custom reporting

Contact center features

Automatic call distributor (ACD)

Multimedia queuing, e-mail routing

Web services • Internet chat server

Web chat, including chat mail, chat recording, chat transfer

Quality monitoring

Real-time system/agent/workgroup supervisory monitoring & alerts

Easy integration to CRM and business applications

Screen pops, database lookups, embedded call controls

Knowledge management and auto response

Manage knowledge bases, e-mail and Web auto responses

For remote workers and mobile users

Mobile Client, corporate extension/ virtual office

- Mobile Client for Windows Mobile 5.0 & 6.0 devices
- Use your laptop or desktop PC as a softphone with QoS, SRTP

One number Follow-Me and Find-Me

Single phone number to locate a user anywhere

Interaction Mobile Office™

Speech-enabled access to voice mails, e-mails, faxes, Outlook Calendar schedules, corporate directories and presence management

For system administrators and IT professionals

Enhanced security

Standards-based secure communications

- Encrypt all data traffic using Vonexis EIC's symmetric Advanced Encryption Standard (AES) encryption process
- Standards-based encryption using Transport Layer Security (TLS) and Secure Real-time Protocol (SRTP) from endpoint to edge

Completely redundant architecture

99.999% uptime for your entire enterprise communications platform

Interaction Update auto-updater

Universally update the CIC server, administrative applications and client functions for all users, including making updates remotely

Auto provisioning for Polycom® phones

Authenticate and configure phone sets in a few simple steps, launch new firmware updates, and reduce configuration times and errors

Interaction Recorder®

Quality assessment, innovative scoring features, recording encryption and out-of-the-box reports in one environment for recording and archiving calls as well as e-mails, faxes and chats

Interaction Administrator®

Single administrative interface to configure local and remote users, lines, stations, IP networks, SIP device and digital phone connections, security access, make moves/ adds/ changes (MACs), etc.

Interaction Attendant® automated attendant

Configure call routing to users, workgroups and enhanced applications

- Create and update on-hold messages, greetings, menus, etc.
- DID/ DNIS call routing to specific menus or queues
- Caller prompting for a caller's PIN, account number, etc.

Interaction Center Extension Library (Icelib)

API to create custom applications; provides telephony integration between an application and the CIC system for screen pop and/or embedded call controls

Advanced applications

Screen recording

Ensure that employees are performing as required

IVR • self-service automation

With optional intelligent speech recognition

Workforce management

Available *Interaction Optimizer™* module for forecasting, scheduling and real-time adherence

Intelligent multi-site routing

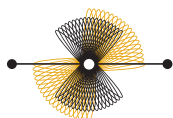
Available *Interaction Director®* module to balance interaction loads, optimize resources and exceed service levels

Graphical application generator

Built-in *Interaction Designer®* tools to create and deploy enhanced interaction applications

Third-party PBX integrations

Integrate to existing PBX equipment to protect investments



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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