

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

Interaction Recorder seamlessly integrates with the Customer Interaction Center® (CIC), and with the Enterprise Interaction Center® (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 EIC's core Interaction Center Platform® 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 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.

## Software features

### Rule-based recording.

- Quick-pick rule properties to establish clear and precise recording protocols
- Set rules for date range, day of the week
- Set by entity, workgroup, role or individual

### Screen recording.

- Capture audio and user's on-screen view, even in a multiple monitor environment

### Multimedia recording.

- Record inbound and outbound calls—as well as web chats, emails and faxes
- Capture complete details for each media type
- Use audio playback plus attributes such as date, time, call direction for call recordings
- Archive chat transcripts, fax messages and full disclosure of incoming/out emails

### Categorization.

- Archive unlimited number of recording files
- User defined conditions for folder storage, no time-consuming batch downloads
- Immediately and automatically store new recording files in appropriate folder

### Integrated scoring.

- Wizard-driven scorecards to assess agent/employee performance
- Create and customize questionnaires
- Automatically calculate running score

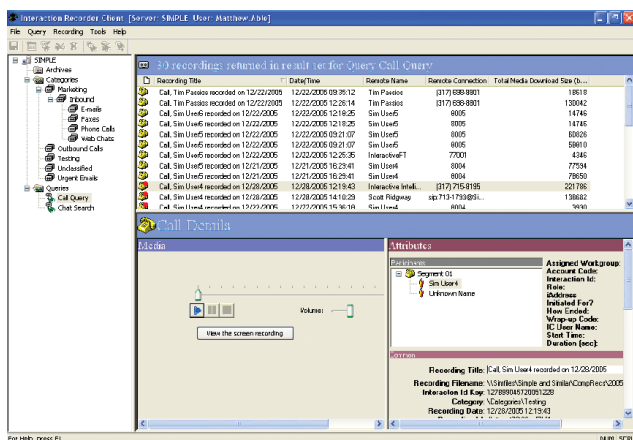
### Security.

- Encryption of interaction recordings
- MD5 file verification detection for any changes made to a recording
- User-based rights-protection for authorized individuals and groups

**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, email, or fax. Call details include a media player to access and play all recording directly in a desktop client interface.



## 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 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.

### Interaction Screen Recorder

- Screen recording, retrieval, scoring and management
- Enhances agent training and supervisor effectiveness
- Regulatory compliance and risk mitigation

### Multimedia recording

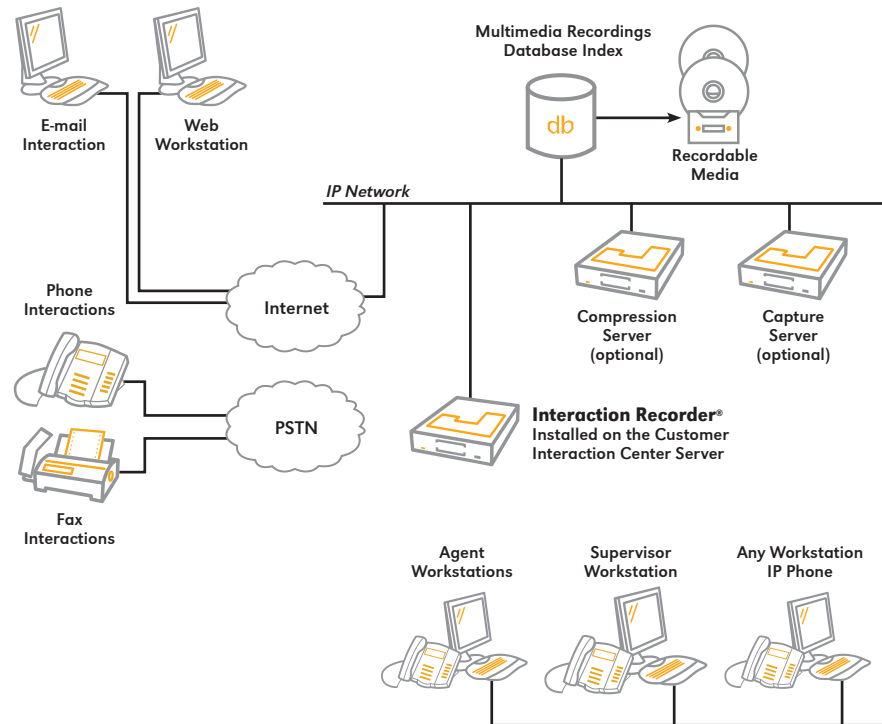
- 100% recording available for all interaction types
- Default and/or custom attributes to retrieve email recordings quickly
- Add custom attributes, such as "Product Complaint"

### Integrated scoring

- Wizard scorecard creation
- Scorecards for quality, script adherence, compliance, verifications and customer satisfaction
- Log report info to standard database reports written in Crystal Reports

### Central administration

- Single-point administration
- Query Builder for easy search and retrieval of recordings and scorecards
- Non-blocking architecture to eliminate duplicate trunking requirements
- No CTI integration needed



Support Interaction Recorder on the same underlying Interaction Center Platform software architecture as Customer Interaction Center or Enterprise Interaction Center without additional hardware.

That way, IT teams seamlessly configure Interaction Recorder settings and users in the single administration interface in CIC and EIC, 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 enterprise messaging, based on our open standards, all-in-one software suite. More than 3,000 organizations worldwide currently benefit from our premise-based and hosted solutions, which include value-added services for software, hardware, implementation, consulting, support and education.

At Interactive Intelligence, it's what we do.

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### 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 24.5 Level 24 Menara IMC  
8 Jalan Sultan Ismail  
50250 Kuala Lumpur  
Malaysia  
+603 2776 3333 voice  
+603 2776 3343 fax

[www.inin.com](http://www.inin.com)