

CaaS Contact Center

On-demand Services for Contact Centers

CaaS Contact Center from Interactive Intelligence gives your business the same advanced capabilities, on-demand, with complete administrative control to configure how you handle interactions throughout your organization.

Positive ROI from the start

The monthly billing structure for CaaS Contact Center lets you pay only for the capabilities you need and the agents, remote agents, supervisors and business users you support. That way your costs are predictable and easy to budget. ROI is more immediate thanks to minimal (or no) capital expenditures and far less IT overhead than on-premise data centers require.

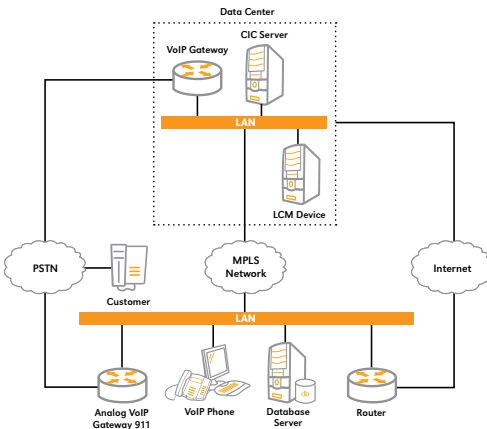
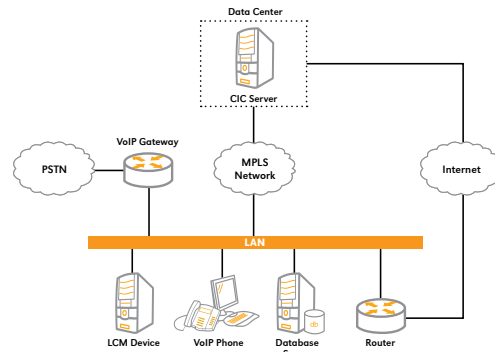
Choose your services control model

Our software's inherent SIP architecture provides a powerful platform for services delivery and control using voice over IP (VoIP) and a MultiProtocol Label Switching (MPLS) network. Three flexible CaaS Contact Center deployment models give you choices that other Communications as a Service (CaaS) vendors don't provide.

Local Control VoIP Model

A delivery model that only CaaS Contact Center offers. Keep your organization's current telco circuits, connect to the hardened Interactive Intelligence data center via MPLS, and configure "on-premise" hardware such as gateways and proxy/media servers at your site. You choose the IP phones or soft phones your users use.

- Maintain your current telecommunications vendor and use your existing telco trunks.
- Keep voice on your network, recordings on your storage, and data in your database.
- Keep taking calls even if the WAN becomes unavailable.



Remote Control VoIP Model

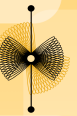
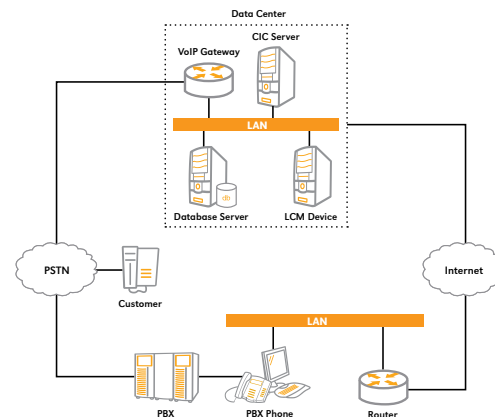
Route calls via telco circuits terminated at the Interactive Intelligence data center and equip agents to handle calls using IP phones or soft phones connected over an MPLS network.

- Leave the management of telco lines and equipment to us.
- Keep recordings on your storage, and interaction data in your database.
- Minimal equipment required on-premises.

Remote Control TDM Model

Route calls via telco circuits terminated at the Interactive Intelligence data center. Agent connection calls are routed over the Public Switch Telephone Network (PSTN) to your existing PBX, no new equipment required.

- Utilize existing PBX infrastructure, no additional on-premises hardware needed.
- Shorter implementation cycle.
- Does not require a VoIP-ready network.



CaaS Contact Center at a glance

Deployment

A state of the art, hardened data center meeting rigorous SAS 70 Type II standards

Your own dedicated virtualized server running the award-winning Interactive Intelligence Customer Interaction Center® contact center automation software, widely recognized as best in the industry

Flexible deployment options that let you keep all voice traffic, recordings, and data on your network

Easy migration to a premise-based solution

Total contact management

ACD • multichannel queuing • priority and skills-based routing • e-mail routing: queue and route inbound calls, faxes, e-mails, web chats, web callbacks, trouble tickets, and tasks to agents and workgroups

Real-time presence management to ensure agent/user availability at all times

Built-in multi-lingual support options for English, Spanish, German, Japanese and other languages

Remote and at-home agent support to easily leverage agents in a distributed environment: branch locations, WAH, etc.

CRM integrations • screen pop: integrate to the most popular CRM packages — Salesforce.com, RightNow®, Microsoft® Dynamics® CRM and others — and support screen pops, database lookups and embedded call controls

Outbound dialing to create and manage preview, power and predictive campaigns using out automated outbound dialer application

Pure blended inbound/outbound campaign management to optimize agent resources in a blended environment

IVR, including database “dips” and remote query via a web service that enables interaction routing

IP PBX, including configurable dial plan, DID number routing, and complete phone features: hold, transfer, park, page, etc.

Workforce management (WFM) to increase service level performance and consistency without adding staff

Knowledge management and auto response module to manage knowledge bases and automate e-mail and web auto responses

Quality monitoring

Real-time continuous monitoring to oversee agents and workgroups, monitor queues and stations, listen to lines, record interactions, view queue summary statistics and more

Multichannel recording to digitally record calls as well as e-mails, faxes and web chats

Screen recording for quality monitoring and compliance, as well as for monitoring agent performance

End-to-end reporting that tracks performance with nearly 100 standard reports, including a Report Assistant to simplify ad-hoc custom reporting

Agent monitoring/mentoring/scoring for fail-safe quality assurance, including agent questionnaires and tools for rapid search and review

User-definable alarms, including automatic alerts whenever important conditions occur

Alert monitor view to manage real-time exceptions across operations

Real-time system/agent/ workgroup monitoring and alerts that equip supervisors to make faster, more informed decisions

Post-call satisfaction surveys to improve KPIs and support agent training

Administration

Easy-to-use auto attendant to configure call routing to users, workgroups and enhanced applications

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

Web-based administration to perform your own moves, adds, and changes

Web portal access to support info, training materials, billing data, and your administrative applications

Interaction Center Extension Library (IceLib) API to create custom applications; provides telephony integration between an application and the CIC/ICCS system for screen pop and/or embedded call controls



Interactive Intelligence offers unified business communications solutions for contact center automation, enterprise IP telephony, and business process automation. More than 3,500 organizations worldwide currently benefit from the company's open, standards-based, all-in-one IP communications software suite, which can be deployed as a premise-based or Communications as a Service (CaaS) solution.

At Interactive Intelligence, it's what we do.

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