INTERACTIVE INTELLIGENCE®

Get the integrated contact center solution developed and delivered by a single vendor.

Solutions for the Contact Center

Go all-in-one from day one.

Fragmented solutions force contact centers to segment interactions and administration across various systems. To us, it makes more sense to unify and simplify the process.

Customer Interaction Center (CIC) is based on more than 20 years of innovation that continues to this day. Instead of an infrastructure full of disjointed applications and complexity, we give contact centers the functionality they need with a consolidated software platform and integrated applications.

As the original all-in-one contact center solution, CIC offers a broad and deep application set along with a single point of management and administration lets applications work together as they should.

CIC brings efficiency and effectiveness to contact centers of all sizes. Do everything from setting up speech-enabled IVR menus to configuring routing for incoming calls, emails, chats, SMS messages, and integrated social media notifications. Additionally, built-in workforce optimization applications and cradle-to-grave reporting enhance functionality.

CIC's broad functionality includes tools like real-time speech analytics and quality monitoring tools that let supervisors monitor customer sentiment more closely and make better decisions about everything.

And with a pure application server, contact centers get a complete N+1 architecture for all media operations. Expect higher scalability, virtualization support, a single-tenant cloud deployment option, and configuration flexibility to reduce bandwidth usage. Admin and operations costs also go down.

Choose your solution: On premises or in the cloud.
For contact center automation, Interactive Intelligence lets you choose: 1) A complete premise-based solution. 2) An equally complete, single-tenant cloud solution — Communications as a Service (CaaS) — at a manageable monthly cost. You can even migrate your cloud contact center to your own site without incurring downtime or losing your applications. Your contact center benefits either way. So do your customers.

Premise-based or hosted... you choose your solution

For contact center automation, Interactive Intelligence gives you your choice of a complete premise-based solution, or an equally complete, on-demand, hosted solution — Communications as a Service (CaaS) — at a manageable monthly cost. You can even seamlessly migrate your hosted contact center to your own site without incurring downtime or losing your applications. Your contact center benefits either way. So do your customers.

Considerations	CaaS	Premise
We don't have the budget to spend much up-front on software or a robust infrastructure to meet our reliability and DR requirements	✓	
Our IT staff requires full administrative access and control		✓
We need to be up quickly but don't have the IT staff to do so, nor do we have the resources to properly maintain the system	✓	
Our environment requires a high degree of custom development		✓
Management has mandated we reduce capital spending and move to an outsourced technology model unless there is good reason not to	✓	
We prefer purchasing the software and hardware we use outright		✓
We'd like the flexibility to pay as we use the software, able to rapidly scale up or down based on seasonal demand	✓	
Corporate policy forbids hosting mission critical applications		✓
We need to free-up IT resources for more strategic initiatives and get back to our core business	✓	
The business requires capabilities not currently offered via CaaS		✓

Find out why an all-in one single platform matters.
Technologies and vendors can come from all directions in a contact center. When they do, complexity and costly customization take over. Customer Interaction Center (CIC) is built on widely adopted standards to provide a feature-rich solution that makes efficient use of IT resources – all from one vendor.

Cost savings. Centralizing application management as well as system configuration, administration and reporting means less IT staff. Fewer required servers also reduces energy consumption.

Reduced risk and improved flexibility. CIC eliminates costly voice boards and multiple points of failure, alleviates rip and replace upgrades, and makes disaster recovery and multi-site location independence inherent. Plus, incremental application licensing lets you meet growth needs.
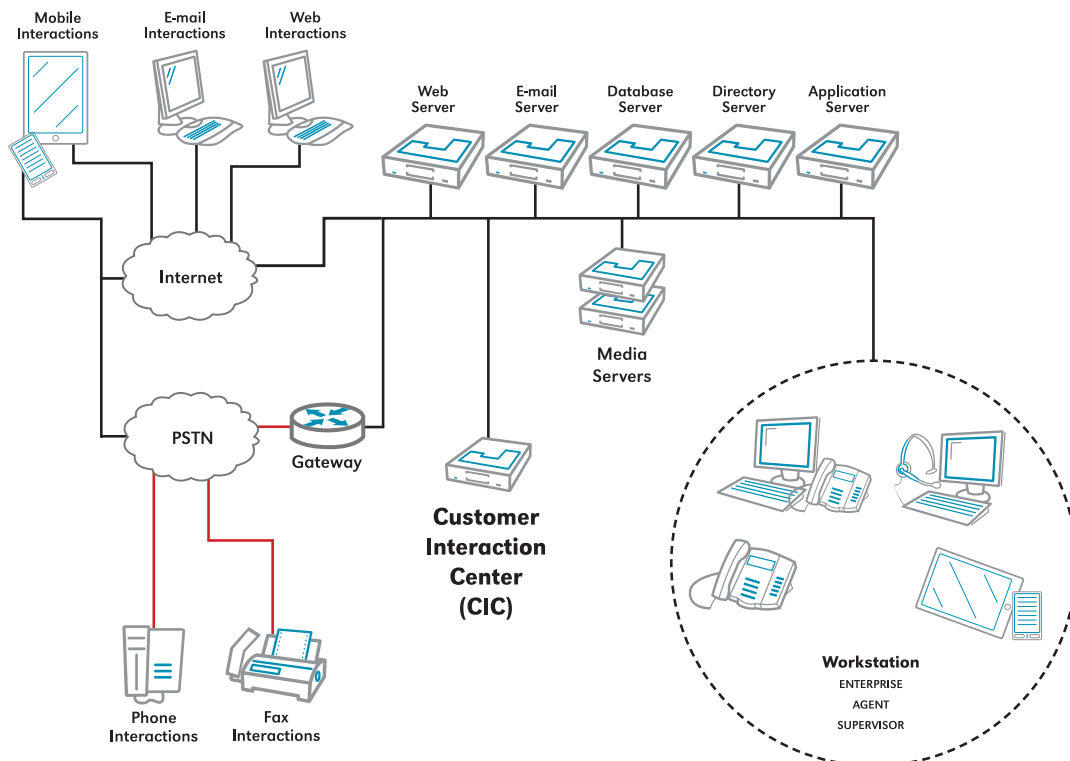
Omnichannel strategies. CIC enables consistent service across all customer contact channels for a superior experience. Multichannel routing, end-to-end reporting,

voice self-service, outbound dialing, and workforce optimization help monitor and manage performance across digital and voice channels within a single system.

Wide-ranging interoperability. Out-of-the-box integrations connect to any component unique to your business and communications. CRM solutions, UC platforms, voice systems, databases, web services, messaging platforms, back-office applications, WFM packages, third-party systems, and SIP devices and hardware. You name it.

Business process automation. Complete critical business tasks using CIC's communications capabilities to capture, prioritize, route, escalate, and track each step of a process. Work gets done faster and more accurately.

Applications for the contact center and the enterprise. Deploy CIC's SIP-based switching, unified messaging, interaction management, and business process automation functionality across your whole company – including branch offices and remote employees.

Just watch performance happen across your contact center.

Scalability

- Up to 5,000 ACD agents
- 100-15,000 business users
- Support growth by adding servers
- Small or large, license only what you need

Multichannel ACD

- Intelligent voice routing
- Web chat
- Email response management
- SMS
- Mobile SDK
- Social media monitoring integrations
- Video chat integrations
- Universal queuing

Reporting

- Historical reports
- Real-time supervisory monitoring
- End-to-end interaction reporting
- Role based portals
- iPad supervisor monitoring

Voice Self Service

- IVR
- Built in speech recognition
- Virtual queue call back

Workforce Optimization

- Multichannel recording and quality management
- Screen recording
- Real-time performance monitoring and alerts
- Workforce management
- Strategic resource planning
- Speech analytics
- Customer feedback

Outbound Dialing

- Outbound and blended dialing
- Predictive dialing

UC and CRM Integrations

Accounts Receivable Management

Business Process Management

Unified Communications

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