

# CCPF Webinar

How Do You Know It's Time to Update  
Your Contact Center's Technology?

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*CCIS Consulting, Inc.*

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*Interactive Intelligence, Inc.*

# Introductions

How Do You Know It's Time to Update Your Contact Center's Technology?

## Interesting title, couple of questions:

- ▶ Why are we in a position to answer this question?
- ▶ Why is answering this question important?

# Introductions

## Scott M. Casson, Principal at CCIS Consulting, Inc.

- ▶ 16 years experience leading contact centers or providing performance improvement consulting to the contact center industry.
- ▶ Specialty for past six (6) years has been optimizing contact center technology in client operations.

## Andy Phillips, Technical Consultant at Interactive Intelligence, Inc..

- ▶ 13 years of experience in contact center market, with a variety of roles including, solution design, project management, business consulting.
- ▶ 5 years at Interactive Intelligence Inc (ININ).
- ▶ Before joining ININ, deployed multiple contact center technologies, from many different vendors, including ININ.

# Today's Hot Topics

## Hot Topics in Contact Center Technology

The most frequent projects / opportunities completed by contact center consultants today are those that **quickly** (a) reduce expense, (b) improve revenue, and (c) improve customer satisfaction (“C-Sat”).

## Most Frequently Requested Projects:

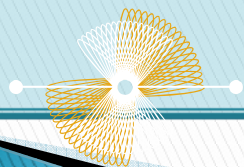
Topic / Project	Typical Benefits
IVR Optimization	Expense reduction, improved C-Sat
Call Routing (Skills, Intelligent, etc.)	Higher First Call Resolution (“FCR”), revenue gen.
Multi-Media Blending (Calls, emails, etc.)	Operational efficiency, expense reduction
Outbound Dialing	Increased sales, customer retention
Consolidated Reporting	Agent productivity, expense reduction
Work from Home / VoIP	Expense reduction, center consolidation
Knowledge Management / SME Support	Expense reduction, increased FCR...

# Common Pitfalls...

Many contact center consulting clients today share a common set of pitfalls when it comes to their technology:

## What are my current capabilities?

Many organizations have invested significantly in their contact center technology and already possess the tools needed to significantly improve their operations, they just **“don’t know what they don’t know”** about its capabilities.



## What’s “out there” that can help me?

The world of contact center technology has changed / improved significantly in the past five (5) years – Due to the rapid change and the technology evolution, clients are not sure what is on the market today that can be purchased, or added on to their existing tools, that can **quickly help meet** their objectives.

## “All-In-One” or “Best-of-Breed”

When selecting new technologies (either a new platform or adding-on a specific component), clients do not understand that in many cases “All-In-One” solutions are now available that provide **superior functionality** at a fraction of the cost.

# Introductions

How Do You Know It's Time to Update Your Contact Center's Technology?

Interesting title, couple of questions:

- ▶ Why are we in a position to answer this question?
- ▶ **Why is answering this question important?**

*Because improving any one of the areas to be discussed on the slides to follow can result in 3-5x savings within three (3) months of deployment.*

# How Do You Know When It's Time to Update / Improve Your...

## ...Interactive Voice Response (“IVR”) System?

- ▶ Are you using an IVR system today?
- ▶ What is your IVR abandonment rate, zero /error-out rates?
- ▶ What is your customer self-service rate?
- ▶ Can “MACs” and design changes be made without a developer?

## ...Computer Telephony Integration (“CTI”) Application?

- ▶ Are you using an CTI application today?
- ▶ What is your “screen-pop” percentage / accuracy?
- ▶ Does your “screen-pop” provide navigation history to agents?
- ▶ Are “hot buttons” presented for next-screen navigation?

# How Do You Know When It's Time to Update / Improve Your...

## ...Automatic Call Distributor ("ACD") / Call Routing Application?

- ▶ Are you using an ACD (skills based / intelligent) today?
- ▶ Is your IVR /ACD aligned to provide optimal routing accuracy?
- ▶ How flexible and easy to maintain are your business rules?
- ▶ What are your call routing accuracy percentages?

## ...Automated Dialer?

- ▶ Are you using an Automated Dialer today?
- ▶ Can you "blend" inbound and outbound voice calls?
- ▶ Are you using multiple dialing modes?
- ▶ Does your current functionality allow for Outbound IVR?

# How Do You Know When It's Time to Update / Improve Your...

## ...Work from Home Capabilities / VoIP?

- ▶ Does your technology allow “Work from Home” today?
- ▶ How flexible are your desktop options?
- ▶ Does your technology enable appropriate real-time management?
- ▶ Can your system answer real-time agent requests?

## ...Knowledge Management / SME Support Facilities?

- ▶ Do you have Knowledge Management or SME support today?
- ▶ Where does your “knowledge” reside today?
- ▶ Are there SME contact lists available at “conversation speed”?
- ▶ How accurate and consistent are the answers being provided?

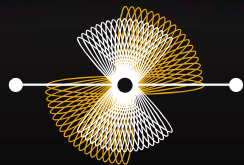
# How Do You Know When It's Time to Update / Improve Your...

## ...Media-Blending Functionality?

- ▶ Does your center handle emails, chats, faxes, or white-mail?
- ▶ Are these “other media types” blended together or separate?
- ▶ Can supervisors obtain a “holistic” view of what agents do?
- ▶ Is skills-based routing being used on other media types?

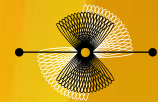
# How Do You Know that it's Time to Update your Contact Center's Technology

Andy Phillips – Solutions Marketing



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# What you need to know

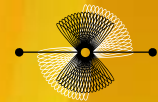
- Work at Home Staff
- Extending the reach of your contact center into the Enterprise
- Seamlessly blend media types
- Self Service Made Easy
- ACD the next generation

# Why Home Agents?



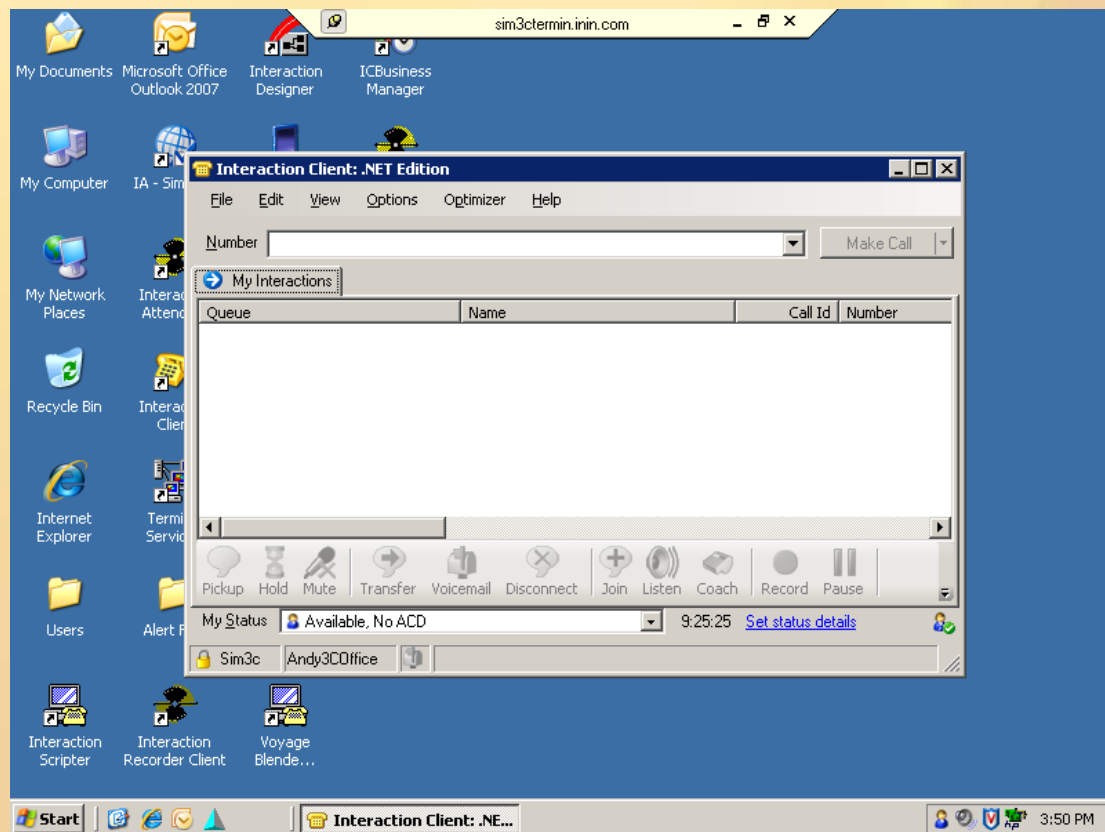
INTERACTIVE INTELLIGENCE  
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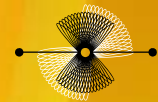
- Retain skilled operatives
  - Both agent level and management
- Reduce cost of office space
- Expand physical presence without opening new offices.
- Increase time zone coverage
- Great aid to disaster recovery plans



# What is required for the Agent?

- Flexible agent desktop options
  - Support for Citrix or Terminal Services





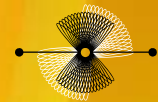
# What is required for the Agent?

- Flexible agent desktop options
  - Support for Citrix or Terminal Services
  - Web Based agent desktop

The screenshot displays the Interaction Web Client interface within a browser window. The browser address bar shows the URL <http://sim3cweb.inin.com/Client/WebClientPage.aspx>. The page title is "Interaction Web Client". Below the title bar, there are navigation links for "Logout", "View", and "Help". The main content area is titled "My Interactions" and contains a large empty white box. Below this box is a row of icons for various call control functions: Pickup, Hold, Mute, Transfer, Conference, Voicemail, Disconnect, Listen, Record, Pause, and Private. Below the icons, the "My Status" section shows the agent is "Available, No ACD" with a timestamp of "09:33:12" and a link to "Set status details". The "Company Directory" section features a table with the following data:

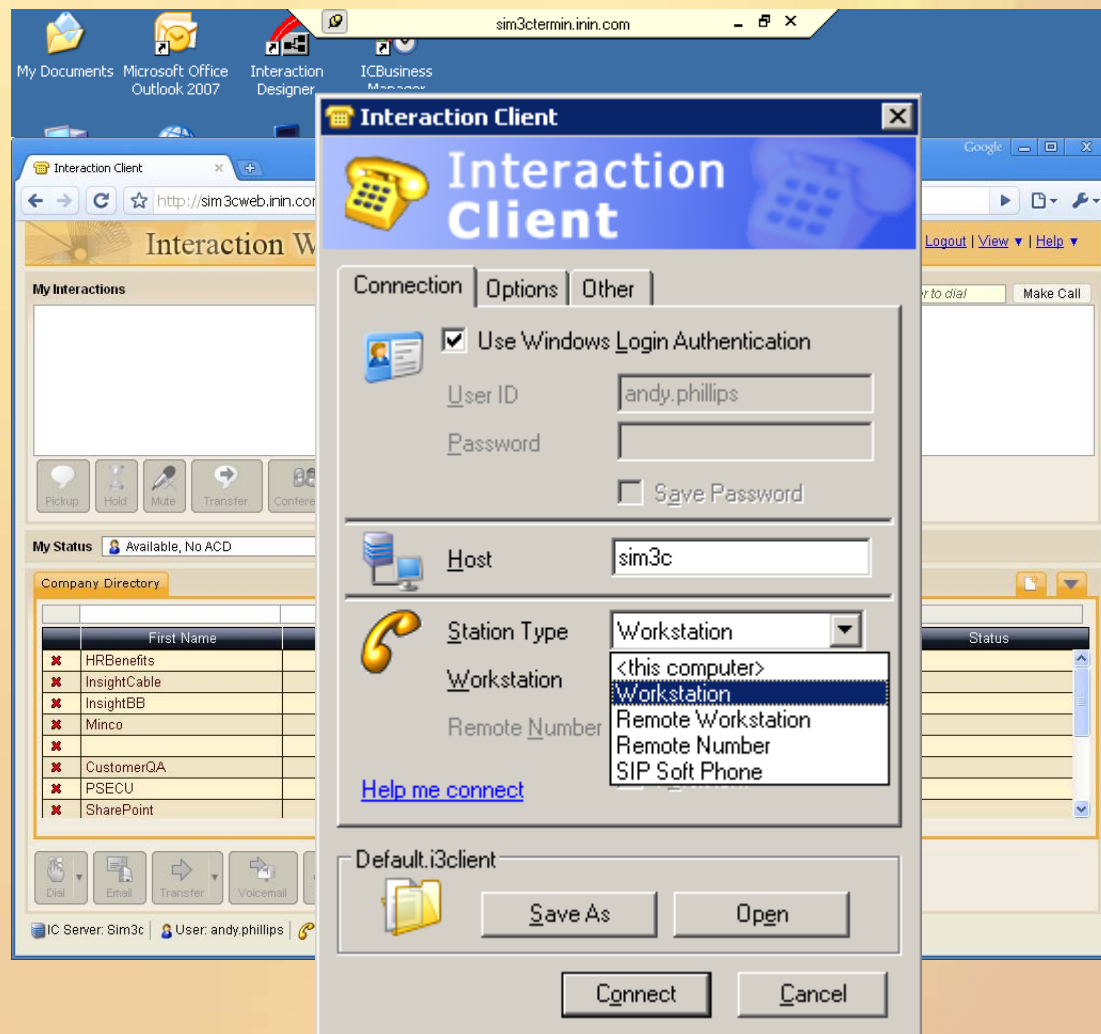
	First Name	Last Name	Extension	Department	Status
✘	HRBenefits				
✘	InsightCable				
✘	InsightBB				
✘	Minco				
✘	CustomerQA		+5.ocs:+5		
✘	PSECU				
✘	SharePoint				

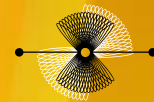
At the bottom of the interface, there are additional icons for Dial, Email, Transfer, Voicemail, Park, Camp, and Properties. The status bar at the very bottom indicates "IC Server: Sim3c", "User: andy.phillips", and "Station: Andy3COffice".



# What is required for the Agent?

- Flexible agent desktop options
  - Support for Citrix or Terminal Services
  - Web Based agent desktop
  - Flexible choice of voice path





# What is required for the Agent?

- Flexible agent desktop options
  - Support for Citrix or Terminal Services
  - Web Based agent desktop
  - Flexible choice of voice path
- Flexible Presence Management

My Documents Microsoft Office Outlook 2007 Interaction Designer

Interaction Client  
http://sim3cweb.inin.com

Interaction W

My Interactions

Pickup Hold Mute Transfer Confer

My Status Available, No ACD

Company Directory

	First Name
✘	HRBenefits
✘	InsightCable
✘	InsightBB
✘	Minco
✘	CustomerQA
✘	PSECU
✘	SharePoint

Dial Email Transfer Voicemail

IC Server: Sim3c User: andy.phillips

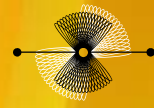
- At a Training Session
- At Customer Site
- At Lunch
- At Play
- Available**
- Available, Follow-Me
- Available, Forward
- Available, No ACD
- Available, Researching
- Available, WAH
- Away from desk
- Bank Holiday
- Code Blue
- Code Red
- Do Not Disturb
- Do not disturb, awaiting call
- Gone Home
- In a Meeting**
- In the shower
- Medical Appointment
- On a Conference Call
- On Break
- On IM Chat
- On Other Call
- On Vacation
- Out of the Office
- Out of Town
- Researching
- Sick At Home
- Support Callback
- Vacation Prep
- Working At Home
- Working in the Lab
- Working Late
- Working Marketing Fulfillment
- Working On Customer Server
- Working Out
- Working with Engineer
- Exit

Interaction Client

Logout | View | Help

Make Call

Status



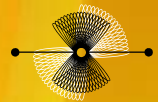
# What is required for the Agent?

- Flexible agent desktop options
  - Support for Citrix or Terminal Services
  - Web Based agent desktop
  - Flexible choice of voice path
- Flexible Presence Management

The screenshot displays the Interaction Client interface. A status menu is open, listing various presence states such as 'At a Training Session', 'Available', 'In a Meeting', and 'On Break'. Below the menu is a 'Company Directory' table with columns for Last Name, First Name, Extension, Department, Status, Until, On Phone, Logged In, and Time In Status. A presence management window is also visible, showing 'Working with Engineer' and 'Exit' options.

Last Name	First Name	Extension	Department	Status	Until	On Phone	Logged In	Time In Status
Collier	Beth	8026		Available			77026	9:51:31
Williams	Brian	8025		Available			77025	0:02:19
Sanders	Elizabeth	8038		Available			77038	0:01:48
Dearbone	Jennifer	8028		Available			77028	0:00:18
Carter	Jeremy	8036		Available			77036	4:16:06
Wall	Larry	8044		Available			77044	0:00:06

# What is required for the Agent?



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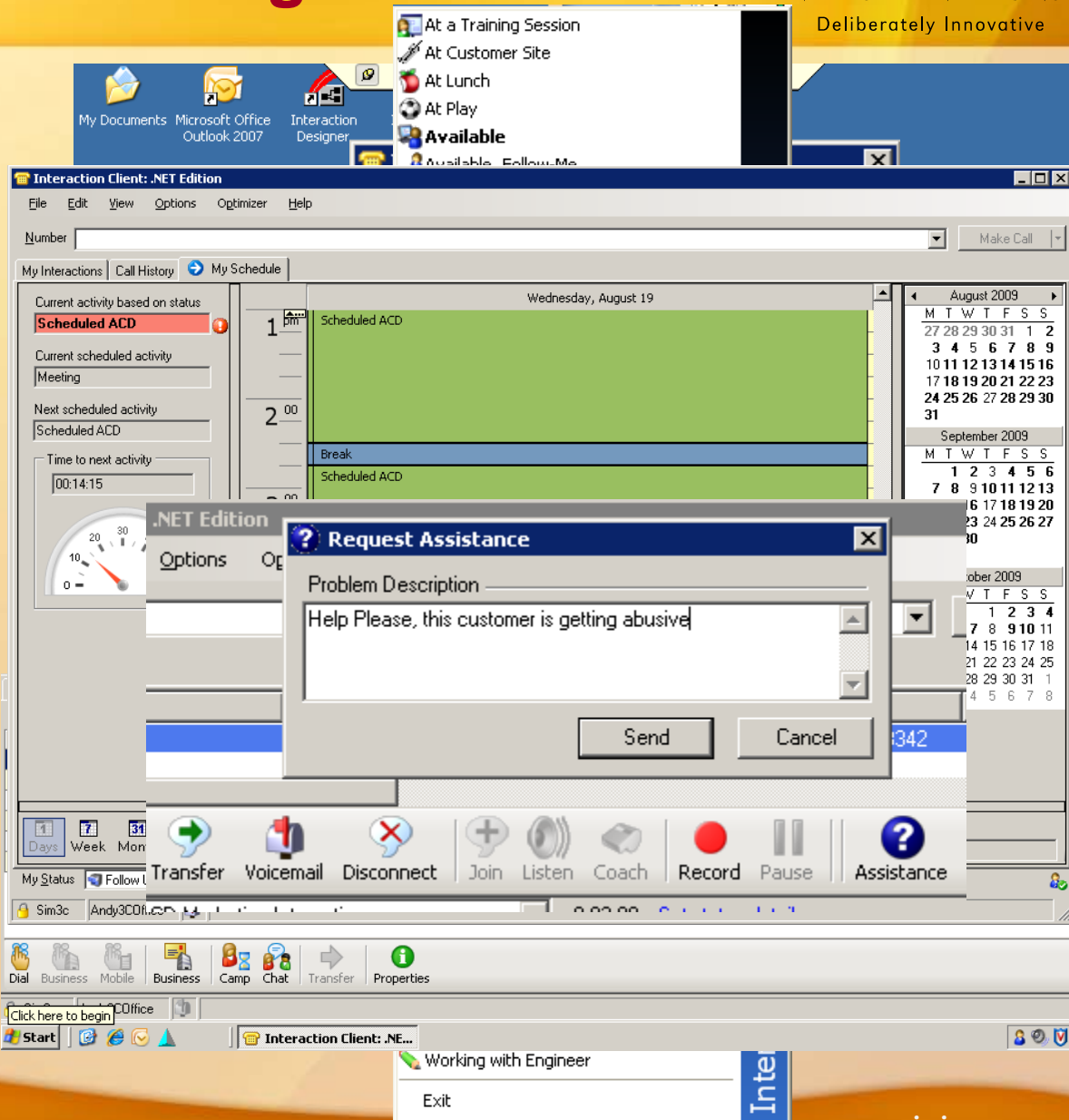
- Flexible agent desktop options
  - Support for Citrix or Terminal Services
  - Web Based agent desktop
  - Flexible choice of voice path
- Flexible Presence Management
- Real Time Schedule Adherence

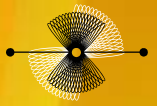
The screenshot displays the Interaction Client .NET Edition software interface. The main window shows a schedule for Wednesday, August 19, 2009. The schedule is organized into a grid with time slots from 1:00 PM to 6:00 PM. Activities are listed in the grid, including 'Scheduled ACD', 'Break', and 'Meeting'. A status bar at the bottom indicates 'My Status' as 'Follow Up' and '0:00:14'. The interface also includes a menu bar, a search bar, and a calendar view on the right side.



# What is required for the Agent?

- Flexible agent desktop options
  - Support for Citrix or Terminal Services
  - Web Based agent desktop
  - Flexible choice of voice path
- Flexible Presence Management
- Real Time Schedule Adherence
- Remote Assistance Requests





# What will Management need?

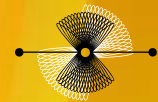
- If also remote, the same options as the agent as well as...
- Real Time Supervisory tools with the ability to:

The screenshot displays the 'Interaction Supervisor' software interface. The title bar indicates the server is 'sim3c', the user is 'Andy.Phillips', and the station is 'Andy3CHome'. The interface is divided into several sections:

- Customer Service -** A dashboard with various performance indicators, each with a radio button and a value:
  - Total Agents: 19
  - Logged In: 12
  - Available to take ACD interactions: 2
  - % Available: 16.67
  - Longest available: 0:00:43
  - On inbound ACD interactions: 9
  - On inbound ACW: 0
  - Longest inbound ACD interaction: 0:04:32
  - On outbound ACD interactions: 0
  - On outbound ACW: 0
  - Longest outbound ACD interactions: N/A
  - On non-ACD interactions: 0
  - Longest non-ACD interactions: N/A
  - Interactions waiting: 0
  - Interactions answered: 9
  - Longest interaction waiting: N/A
  - Longest talk time: 0:04:21
- Period / Shift** Comparison Table:

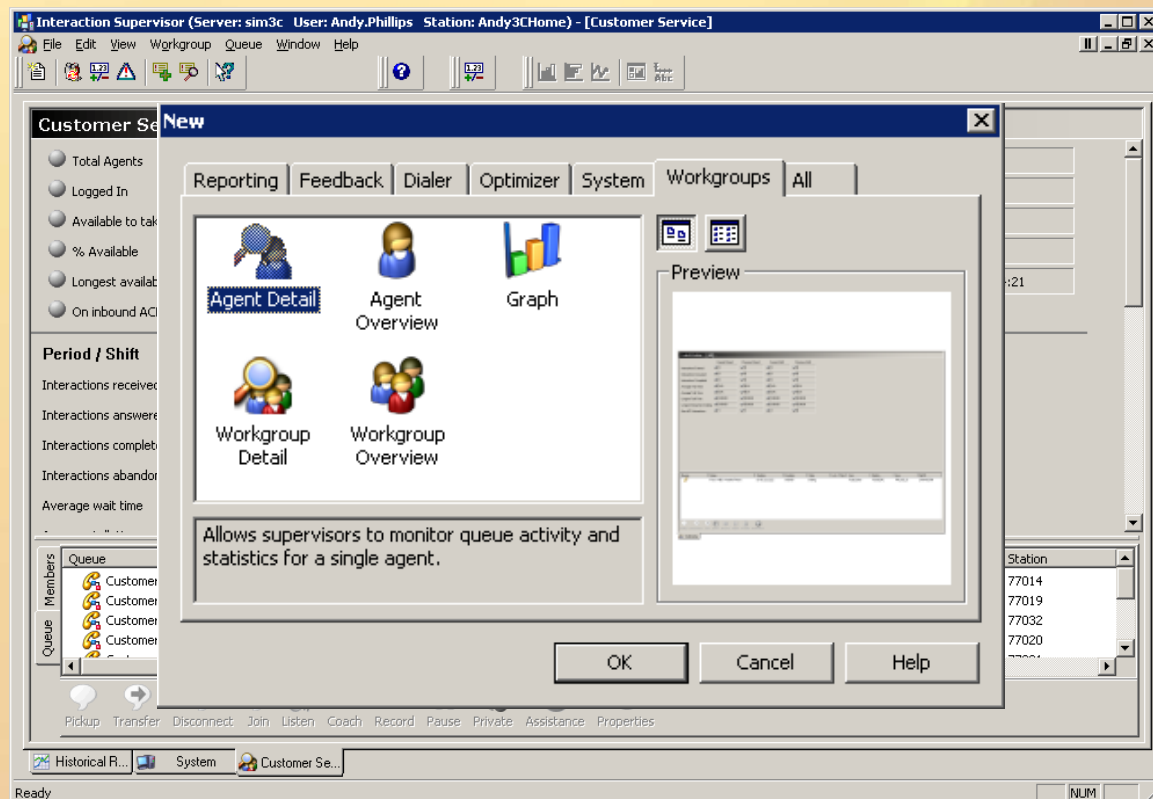
	Current Period	Previous Period	Current Shift	Previous Shift
Interactions received	172	181	1341	N/A
Interactions answered	172	183	1328	N/A
Interactions completed	171	183	1319	N/A
Interactions abandoned	0	0	13	0
Average wait time	0:00:01	0:00:11	0:00:09	N/A
- Queue / Members** Table:

Queue	Name	Number	Duration	State	Lstn	Rec	User	Station
Customer Ser...	From: Salt Lake City	sip:6158315645@in...	0:00:52	ACD - Assigned...			Sheila.Miller	77014
Customer Ser...	From: Lincoln	sip:6105698322@in...	0:01:22	ACD - Assigned...			Lisa.Schwartz	77019
Customer Ser...	From: Wheeling	sip:7872314827@in...	0:02:13	ACD - Assigned...			Dale.Pierce	77032
Customer Ser...	From: Columbia	sip:5204635986@in...	0:02:33	ACD - Assigned...			John.Carr	77020
- Bottom Bar:** Includes a 'Queue / Members' dropdown, a 'Historical R...' button, a 'System' button, a 'Customer Se...' button, and a 'NUM' indicator.



# What will Management need?

- If also remote, the same options as the agent as well as...
- Real Time Supervisory tools with the ability to:
  - Display real time statistics across all your applications, inc. Feedback, Dialer, WFM, Inbound Multimedia queues



# Real Time Supervision Cont.



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- Real Time Alerts about a breached statistic

The screenshot displays the 'Interaction Supervisor' software interface for 'Customer Service'. The window title is 'Interaction Supervisor (Server: sim3c User: Andy.Phillips Station: Andy3CHome) - [Customer Service]'. The interface includes a menu bar (File, Edit, View, Workgroup, Queue, Window, Help) and a toolbar with various icons. The main area is divided into several sections:

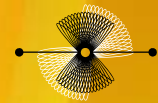
- Customer Service -**: A grid of statistics with radio buttons for selection. Key values include: Total Agents (19), Logged In (12), Available to take ACD interactions (6), % Available (50.00), Longest available (0:03:01), On inbound ACD interactions (4), On inbound ACW (0), Longest inbound ACD interaction (0:03:10), On outbound ACD interactions (0), On outbound ACW (0), Longest outbound ACD interactions (N/A), On non-ACD interactions (0), Longest non-ACD interactions (N/A), Interactions waiting (0), Interactions answered (4), Longest interaction waiting (N/A), and Longest talk time (0:02:54).
- Period / Shift**: A table comparing performance across four periods.
- Queue Members**: A table listing active interactions with columns for Queue, Name, Number, Duration, State, Lstn, Rec, User, Station, and Ltr.
- Queue**: A table listing active interactions with columns for Queue, Name, Number, Duration, State, Lstn, Rec, User, Station, and Ltr.

At the bottom, there is a toolbar with icons for Pickup, Transfer, Disconnect, Join, Listen, Coach, Record, Pause, Private, Assistance, and Properties. The status bar at the very bottom shows 'Ready' and 'NUM'.

Period / Shift	Current Period	Previous Period	Current Shift	Previous Shift
Interactions received	201	181	1370	N/A
Interactions answered	201	183	1357	N/A
Interactions completed	205	183	1353	N/A
Interactions abandoned	0	0	13	0
Average wait time	0:00:01	0:00:11	0:00:09	N/A

Queue	Name	Number	Duration	State	Lstn	Rec	User	Station	Ltr
Customer Ser...	From: Minneapolis	sip:5632579836@in...	0:03:11	ACD - Assigned...			Jason.Lee	77013	Sii
Customer Ser...	From: Seattle	sip:6095463512@in...	0:02:41	ACD - Assigned...			Steven.Simms	77024	Sii
Customer Ser...	From: Colorado Springs	sip:2025798632@in...	0:00:51	ACD - Assigned...			Gino.Andre	77031	Sii
Customer Ser...	From: Sacramento	sip:2134578456@in...	0:00:31	ACD - Assigned...			Monty.Sanders	77015	Sii

# Real Time Supervision Cont.



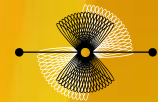
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- Real Time Alerts about a breached statistic
  - Including Alerts for Presence Management System

The screenshot displays the Interaction Supervisor software interface. The main window shows various statistics for 'Customer Service', including Total Agents (19), Logged In (12), and Average wait time. A red alert is visible for 'Longest inbound ACD interaction' with a value of 0:03:10. An 'Edit Alerts' dialog box is open, showing a table of alert ranges and actions.

Icon	Range	Sound	E-Mail	Cus...	Mes...
Green circle	Min: 0:05:00 Max: 0:10:00	Speaker icon	Envelope icon	Customer icon	Message icon
Red circle	Min: 0:10:00 Max: 0:15:00	Speaker icon	Envelope icon	Customer icon	Message icon

The 'Edit Alerts' dialog also includes fields for 'Workgroup' (Customer Service) and 'Status' (Away from desk), along with buttons for 'Add Range...', 'Edit Range...', 'Remove Range', 'Close', and 'Help'.



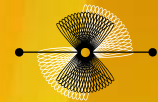
# Real Time Supervision Cont.

- Real Time Alerts about a breached statistic
  - Including Alerts for Presence Management System
- Answer Remote Assistance Requests

The screenshot displays the 'Assistance Response' window. At the top, there is a table with columns: Queue, Agent, Response, Supervisor, Call Id, Duration, State, and Number. The first row shows: Marketing, Andy.Phillips, Accepted, Andy.Phillips, 2001460850, 0:02:40, ACD - Assig..., and 3177018342.

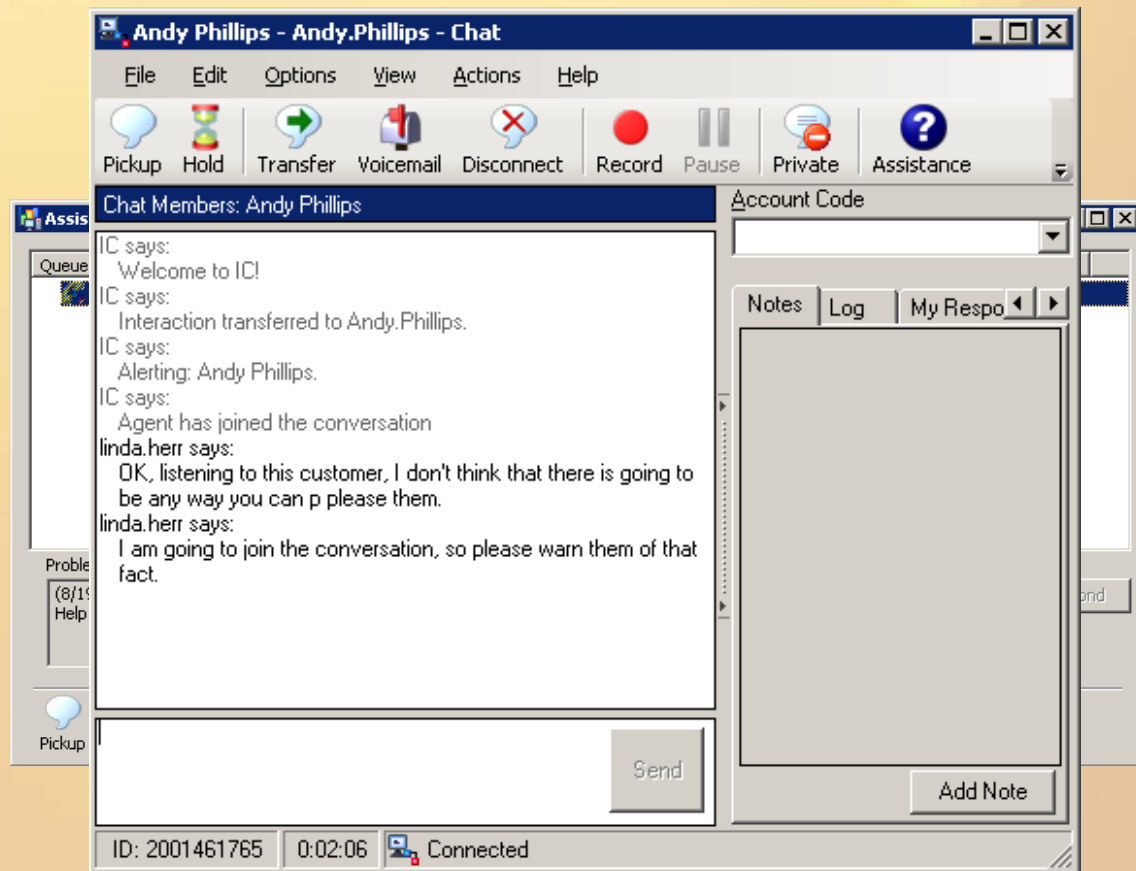
Below the table, there are two text areas: 'Problem Description:' containing '(8/19/2009 6:13:48 PM) Help Please, this customer is getting abusive' and 'Supervisor Responses:' containing 'Andy.Phillips (8/19/2009 6:14:25 PM) Go ahead, I will listen in and chat with you'. A 'Respond' button is located to the right of the supervisor response area.

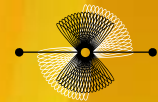
At the bottom, there is a toolbar with icons for: Pickup, Transfer, Disconnect, Join, Listen, Coach, Record, Pause, Private, and Assistance. The 'Join', 'Listen', and 'Coach' icons are highlighted with a red box.



# Real Time Supervision Cont.

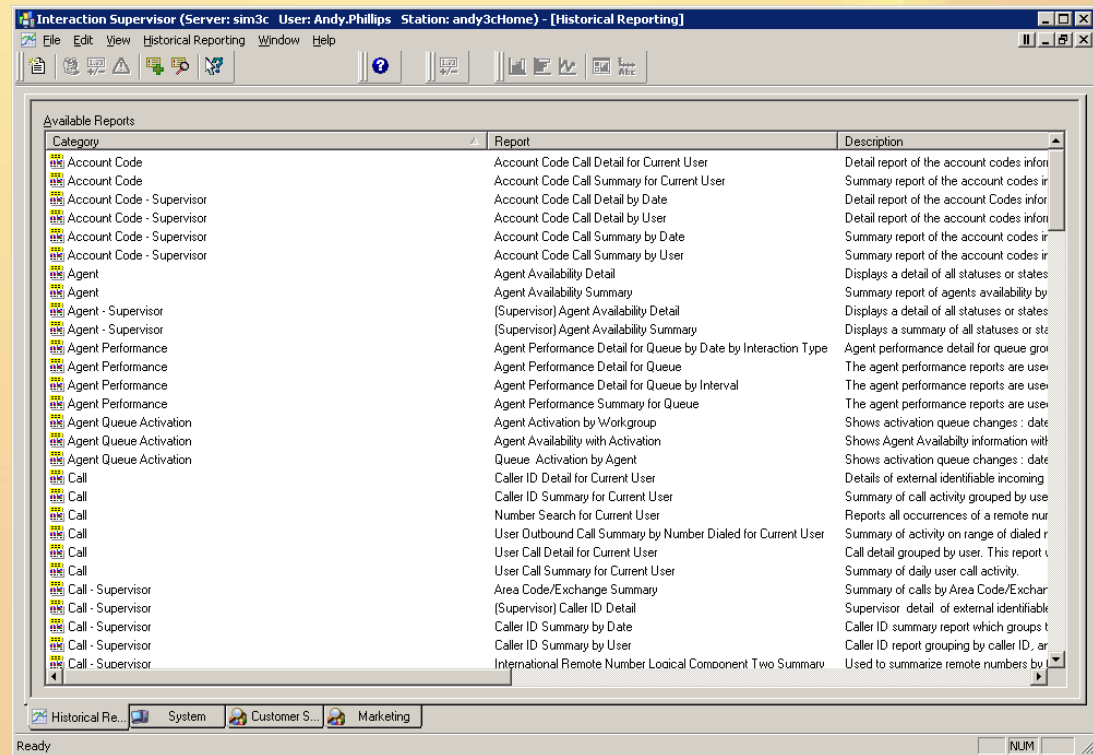
- Real Time Alerts about a breached statistic
  - Including Alerts for Presence Management System
- Answer Remote Assistance Requests
  - Listen, Coach, Join or Chat with agent

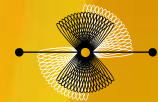




# Management Requirements Cont.

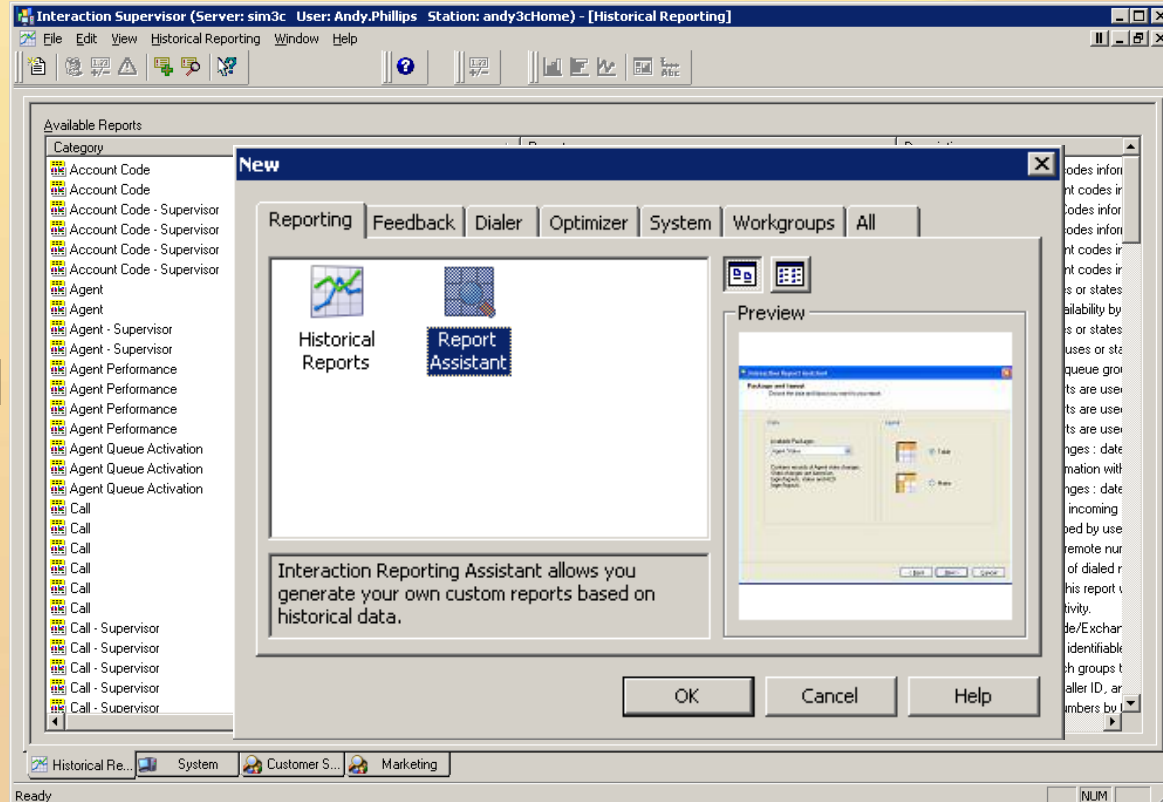
- Strong Historical Reporting, including reports on Presence Management, and Real Time Adherence
- AdHoc report Wizard to get you the statistics you want with out IT involvement

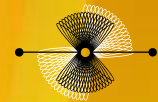




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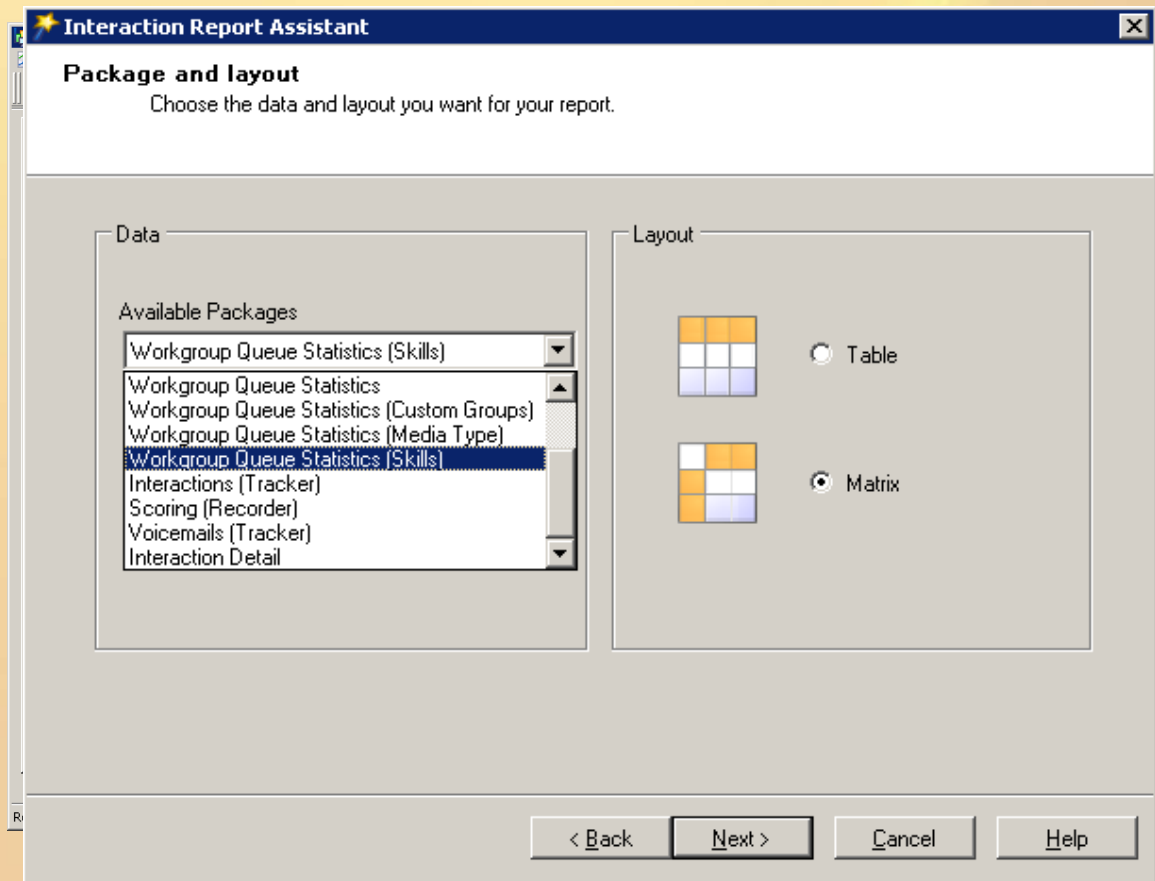
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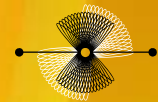




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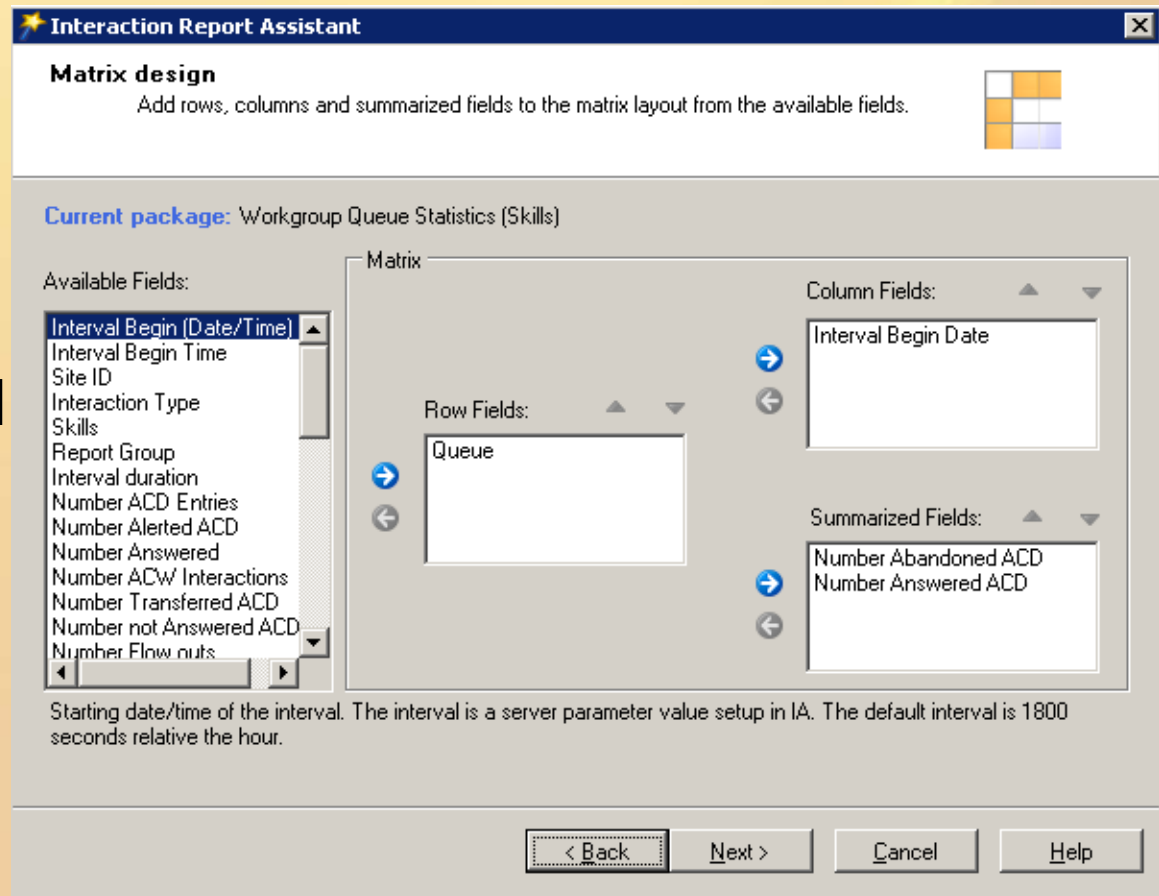
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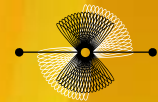




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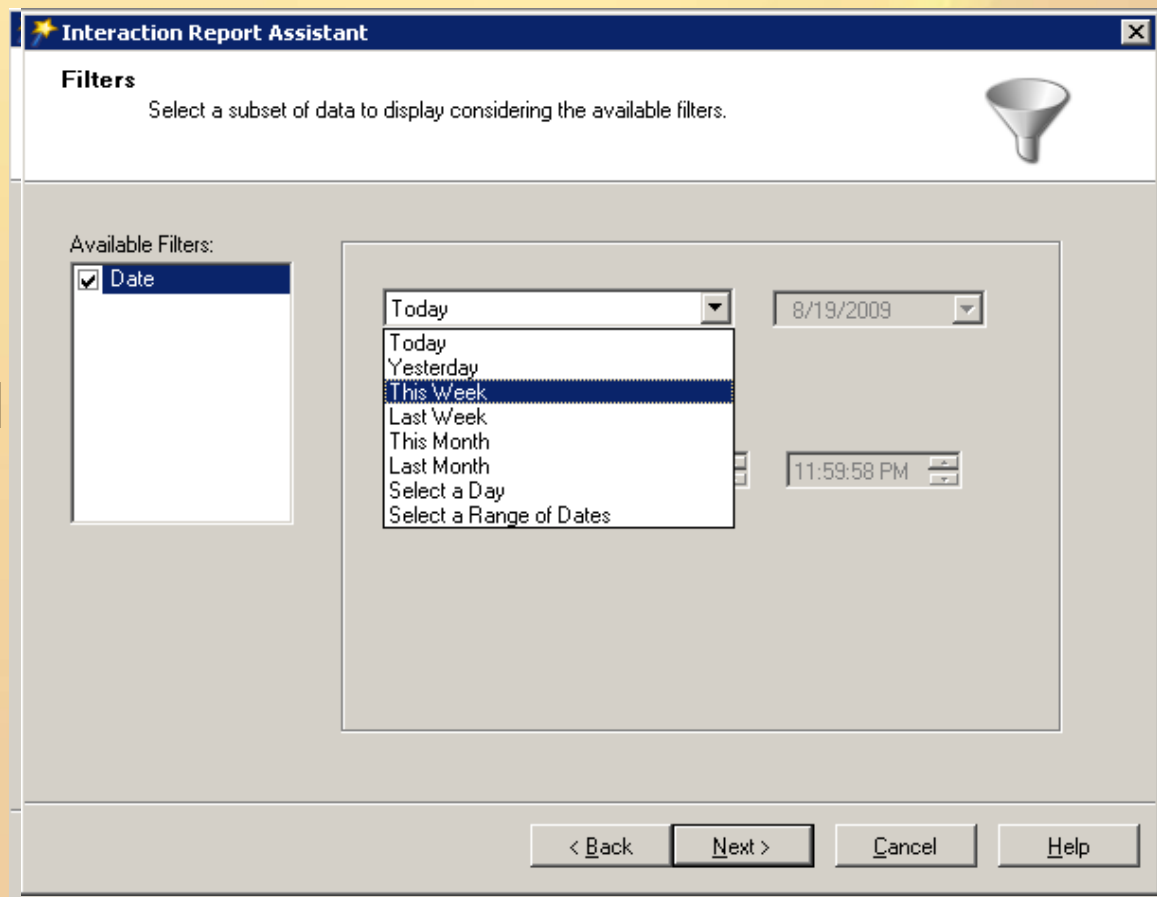
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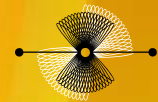




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- Strong Historical Reporting, including reports on Presence Management, and Real Time Adherence
- AdHoc report Wizard to get you the statistics you want with out IT involvement

The screenshot shows the 'Interaction Report Assistant' window. It features a 'Filters' section at the top with the instruction 'Select a subset of data to display considering the available filters.' Below this is a menu bar with 'File', 'Report', and 'Help'. The main content area displays the title 'Workgroup Queue Statistics (Skills)' and the date range 'From 8/16/2009 12:00:00 AM To 8/22/2009 11:59:59 PM'. A table titled 'Queue/Interval Begin Date' provides the following data:

	8/16/2009		8/17/2009		8/18/2009		8/19/2009	
	Number Abandoned	Number Answered	Number Abandoned	Number Answered	Number Abandoned	Number Answered	Number Abandoned	Number Answered
Customer Service	107	2228	75	2859	63	2943	31	2372
Help Desk	24	2411	43	2890	43	3049	37	2304

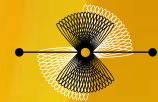
At the bottom of the window, there are navigation buttons: '< Back', 'Next >', 'Cancel', and 'Help'. The status bar at the very bottom shows 'sim3c'.

# Why extend you Contact Center into the Enterprise



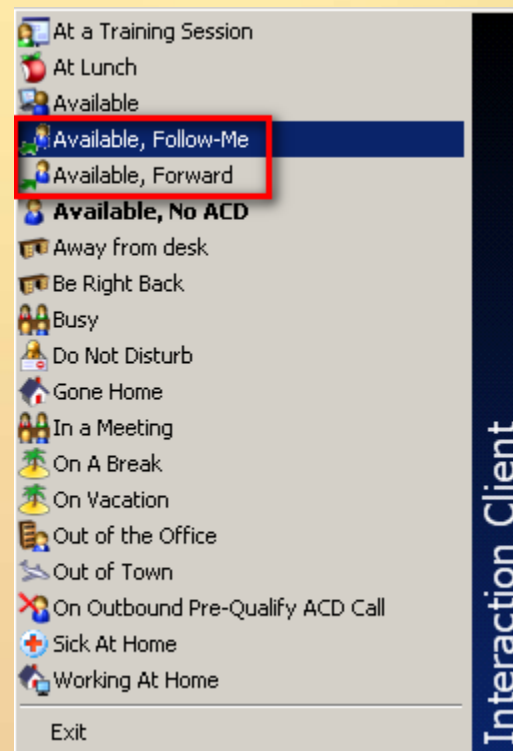
INTERACTIVE INTELLIGENCE  
Deliberately Innovative

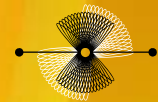
- Subject matter experts are often in the Enterprise
  - Increase your 1<sup>st</sup> call resolutions by engaging with them
- Helps with Disaster Recovery plan
  - In the event of large scale sickness



# What technologies help?

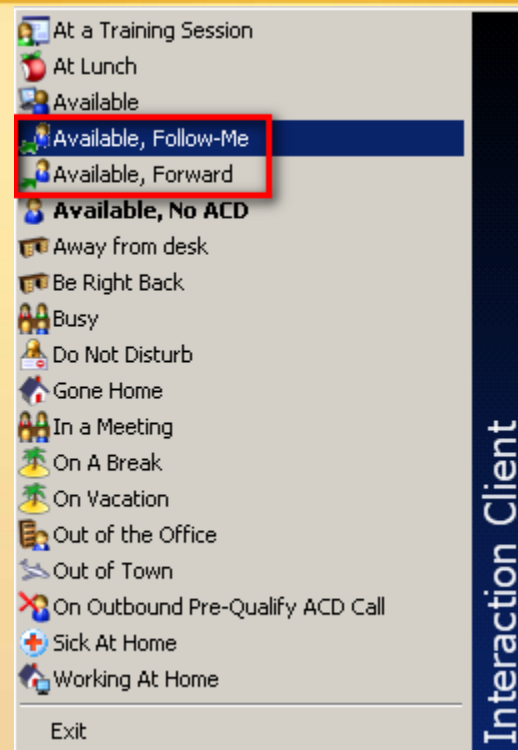
- Extend Presence Management into Enterprise
  - Including Find me
  - Follow me for executives



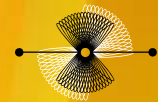


# What technologies help?

- Extend Presence Management into Enterprise
  - Including Find me Follow me for executives
- Use directories to segregate skills for easier search



Status Summary	Last Name	First Name	Extension	Status	Status Notes	Until
	Phillips	Andy	<a href="#">8515</a>	Available, No ACD	KE: Life	
	Chin	Rick	<a href="#">8244</a>	On Vacation	KE: Life	Fri, Aug 28
	Harnish	Sarah	<a href="#">8506</a>	Sick At Home	KE: Auto, Life	



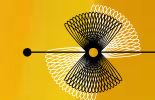
# What technologies help?

- Extend Presence Management into Enterprise
  - Including Find me
  - Follow me for executives
- Use directories to segregate skills for easier search
  - Includes external data sources, such as ODBC, LDAP, etc.

The screenshot displays a software interface with two main components. The top component is a presence management menu with the following options: 'At a Training Session', 'At Lunch', 'Available', 'Available, Follow-Me' (highlighted with a red box), 'Available, Forward', 'Available, No ACD', 'Away from desk', and 'Be Right Back'. The bottom component is a contact directory table with tabs for 'Company Directory', 'TechnicalSales', 'All Partner Contacts', and 'All Customer Contacts'. The table has columns for 'Last Name', 'First Name', 'Company', and 'Mobile'. The data rows are as follows:

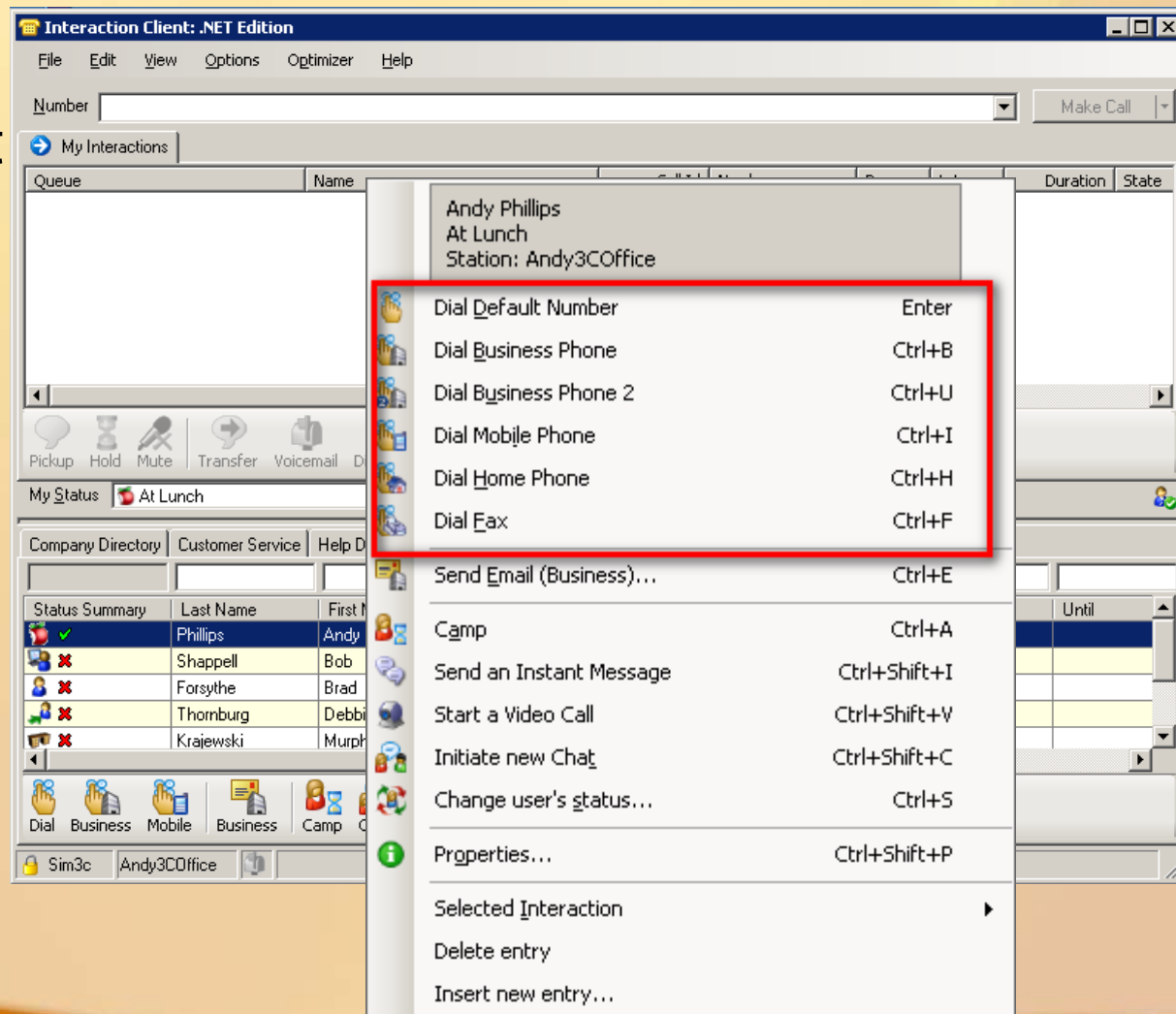
Last Name	First Name	Company	Mobile
Khai	Lee Chiing	Pyxis Australia T/as CallTime Solutions	011 60
Aamer	Ahmad Farouk	Strategy Consult International	011 20
Abdel Kareem	Ahmed	Advanced Technology Solutions Internat...	011 20
Abdoel	Jerrel	Acal Nederland	

# Technologies Extended

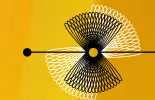


INTERACTIVE INTELLIGENCE  
Deliberately Innovative

- Putting all contact information at the hands of the agent
- And the ability to drag and drop transfer to any of these numbers

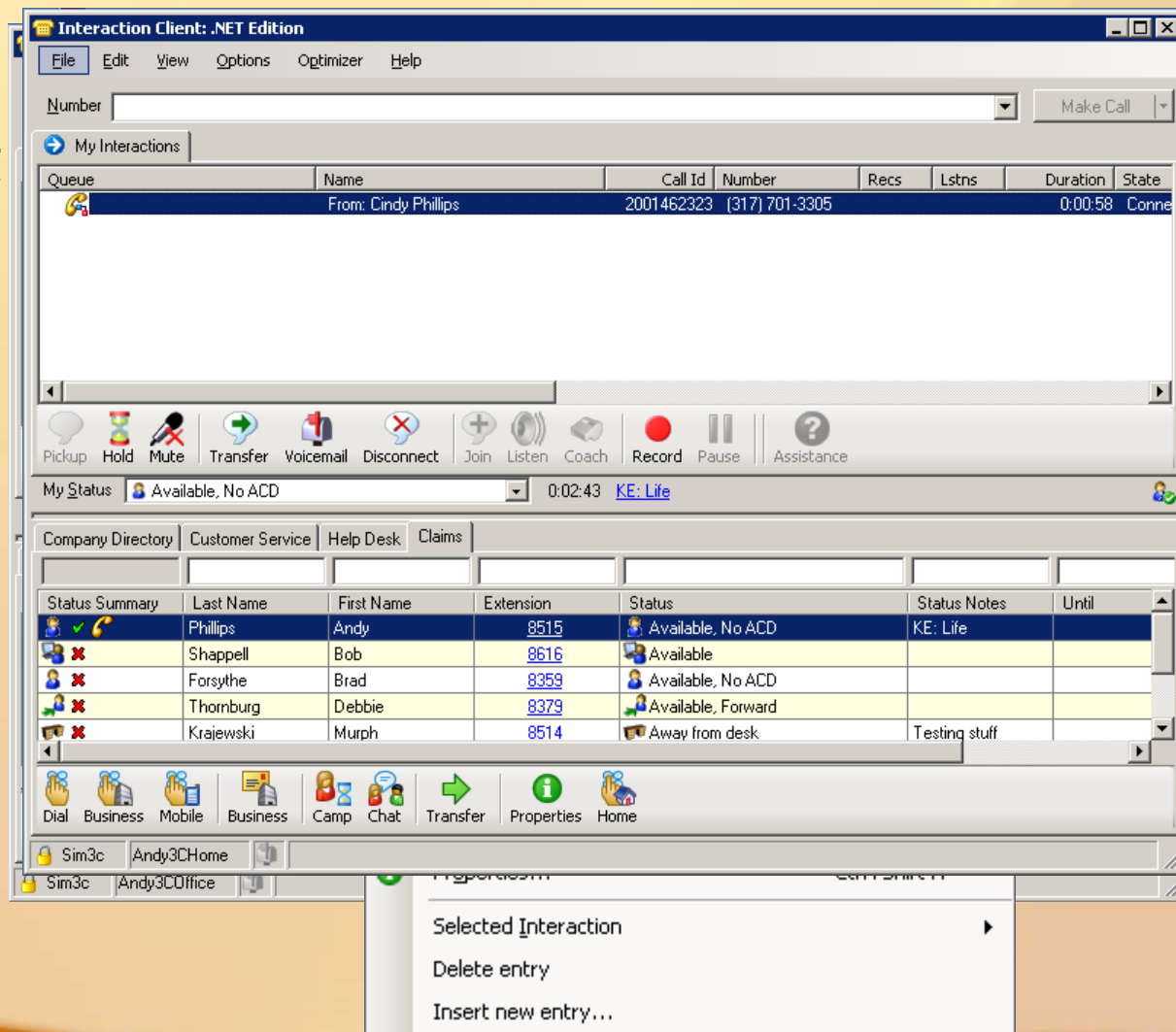


# Technologies Extended

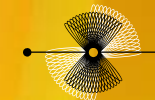


INTERACTIVE INTELLIGENCE  
Deliberately Innovative

- Putting all contact information at the hands of the agent
- And the ability to drag and drop transfer to any of these numbers

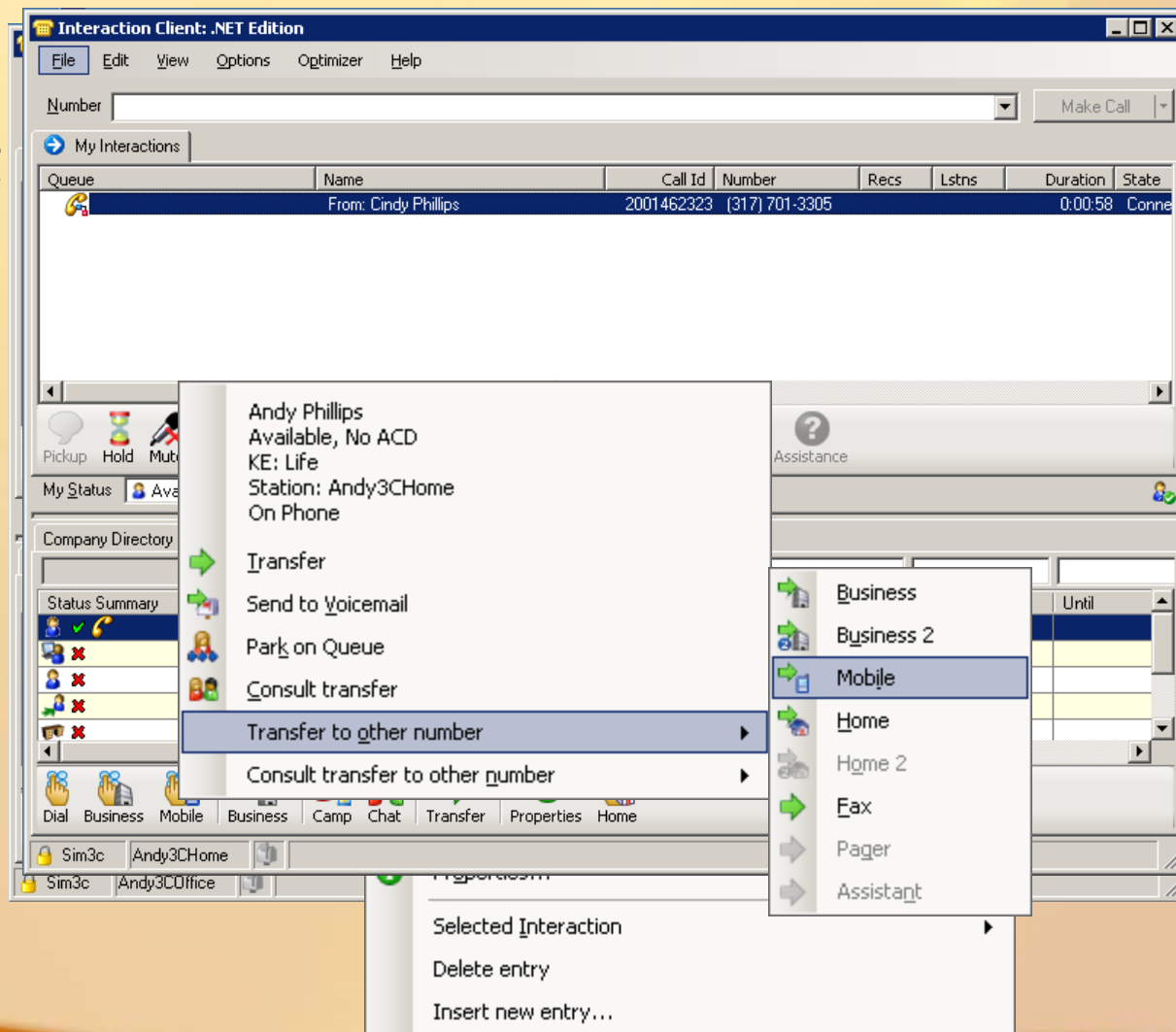


# Technologies Extended



INTERACTIVE INTELLIGENCE  
Deliberately Innovative

- Putting all contact information at the hands of the agent
- And the ability to drag and drop transfer to any of these numbers



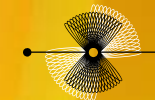
# Media Blending



INTERACTIVE INTELLIGENCE  
Deliberately Innovative

- Agents can use the same desktop application to manage all media types
- Agents can deal with more than one media type at a time, increasing efficiency
- ACD knows everything they are doing, so won't try to pass too many interactions to one agent
- Supervisor has holistic view of all media types going through queue, from one interface
- Skills updated for one media type automatically updated for all media types

# Agent View



INTERACTIVE INTELLIGENCE  
Deliberately Innovative

- All media types handled through the same agent desktop

The screenshot displays the 'Interaction Client: .NET Edition' interface. At the top, there is a menu bar with 'File', 'Edit', 'View', 'Options', 'Optimizer', and 'Help'. Below the menu is a 'Number' input field and a 'Make Call' button. The main area is titled 'My Interactions' and contains a table with the following data:

Queue	Name	Call Id	Number	Recs	Lstns	Duration	State
Marketing	From: Andy Phillips	2001462727	(317) 701-8342			0:03:20	ACD

Below the table is a toolbar with icons for Pickup, Hold, Mute, Transfer, Voicemail, Disconnect, Join, Listen, Coach, Record, Pause, and Assistance. The 'My Status' section shows 'On an ACD Marketing Interaction' with a timer at 0:00:04 and a 'Set status details' link. Below this is a 'Company Directory' section with tabs for 'Customer Service', 'Help Desk', and 'Claims'. The 'Status Summary' table lists agents and their current status:

Status Summary	Last Name	First Name	Extension	Status	Status Notes	Until
On an ACD Marketing Interaction	Phillips	Andy	8515	On an ACD Marketing Interaction		
Available	Shappell	Bob	8616	Available		
Available, No ACD	Forsythe	Brad	8359	Available, No ACD		
Available, Forward	Thornburg	Debbie	8379	Available, Forward		
Away from desk	Krajewski	Murph	8514	Away from desk	Testing stuff	

At the bottom, there is another toolbar with icons for Dial, Business, Mobile, Business, Camp, Chat, Transfer, Properties, and Home. The taskbar at the very bottom shows 'Sim3c' and 'Andy3CHome'.

# Agent View



INTERACTIVE INTELLIGENCE  
Deliberately Innovative

- All media types handled through the same agent desktop

The screenshot displays the 'Interaction Client: .NET Edition' interface. At the top, there is a menu bar with 'File', 'Edit', 'View', 'Options', 'Optimizer', and 'Help'. Below the menu is a 'Number' input field and a 'Make Call' button. The main area is titled 'My Interactions' and contains a table of call logs.

Queue	Name	Call Id	Number	Recs	Lstns	Duration	State
Marketing	From: Andy Phillips	2001462727	(317) 701-8342			0:04:44	Discor
Marketing	From: Andy Phillips	2001462767	Andy.Phillips@i...			0:07:00	ACD -
Marketing	From: Sample User	2001462771	sim3ctermin.sim...			0:05:59	ACD -

Below the table is a toolbar with icons for Pickup, Hold, Mute, Transfer, Voicemail, Disconnect, Join, Listen, Coach, Record, Pause, and Assistance. The 'My Status' section shows 'On an ACD Marketing Interaction' with a timer at 0:00:23 and a 'Set status details' link. Below this is a 'Company Directory' section with tabs for 'Customer Service', 'Help Desk', and 'Claims'. A table lists agent status:

Status Summary	Last Name	First Name	Extension	Status	Status Notes	Until
	Phillips	Andy	8515	On an ACD Marketing Interaction		
	Shappell	Bob	8616	Available		
	Forsythe	Brad	8359	Available, No ACD		
	Thornburg	Debbie	8379	Available, Forward		
	Krajewski	Murph	8514	Away from desk	Testing stuff	

The bottom of the interface features another toolbar with icons for Dial, Business, Mobile, Business, Camp, Chat, Transfer, Properties, and Home. The taskbar at the very bottom shows 'Sim3c' and 'Andy3CHome'.

# Agent View



INTERACTIVE INTELLIGENCE  
Deliberately Innovative

- All media types handled through the same agent desktop

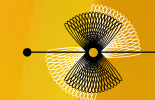
The screenshot displays the Interaction Client .NET Edition interface, which is used for managing customer interactions. It features a main window with a menu bar (File, Edit, View, Options, Optimizer, Help) and a toolbar with various action icons. The main area is divided into several panes:

- My Interactions:** A table listing recent interactions. The table has columns for Queue, Name, Call Id, Number, Recs, Lstns, Duration, and State. The data shown is as follows:

Queue	Name	Call Id	Number	Recs	Lstns	Duration	State
Marketing	From: Andy Phillips	2001462727	(317) 701-8342			0:04:44	Discor
Marketing	From: Andy Phillips	2001462767	Andy.Phillips@i...			0:07:00	ACD -
Marketing	From: Sample User	2001462771	sim3ctermin.sim...			0:05:59	ACD -

- Chat Window:** A window titled "Sample User - sim3ctermin.simdomain.com - Chat" showing a conversation log. The log includes messages from the system (IC) and the user (Andy Phillips), such as "assist you as soon as possible." and "Website visitor has joined the conversation". It also lists contact information for various branches, including Main Branch, Indianapolis Branch, Atlanta Branch, and Denver Branch.
- Response Management:** A window titled "Response Management" showing a tree view of response categories. The "Branch Locations" category is selected, and a preview window displays a list of branch addresses, such as "Main Branch#100 5th Ave#Suite 300#New York, NY 10059".
- Email Window:** A window titled "Phillips - Andy.Phillips@i3simdomain.com - Email" showing an email interface with fields for "Account Code" and "Notes".

# Supervisor View



INTERACTIVE INTELLIGENCE  
Deliberately Innovative

- Supervisor gets view of everything in the queue

**Marketing**

Total Agents	191	On inbound ACW	0	Longest non-ACD interactions	N/A
Logged In	12	Longest inbound ACD interaction	0:02:11	Interactions waiting	4
Available to take ACD interactions	0	On outbound ACD interactions	0	Interactions answered	0
% Available	0.00	On outbound ACW	0	Longest interaction waiting	0:02:11
Longest available	N/A	Longest outbound ACD interactions	N/A	Longest talk time	N/A
On inbound ACD interactions	0	On non-ACD interactions	0		

**Period / Shift**

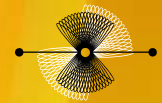
	Current Period	Previous Period	Current Shift	Previous Shift
Interactions received	4	0	10	2
Interactions answered	0	0	6	2
Interactions completed	0	0	6	2
Interactions abandoned	0	0	0	0
Average wait time	N/A	N/A	0:00:06	0:07:24

**Queue Members**

Queue	Name	Number	Duration	State	Lstn	Rec	User	Station
Marketing	From: Andy Phillips	Andy.Phillips@3sim...	0:02:11	ACD - Wait Agent				
Marketing	From: Sample User	sim3ctermin.simdom...	0:01:10	ACD - Wait Agent				
Marketing	From: Andy	sim3ctermin.simdom...	0:00:54	ACD - Wait Agent				
Marketing	From: Andy Phillips	(317) 701-8342	0:00:27	ACD - Wait Agent				

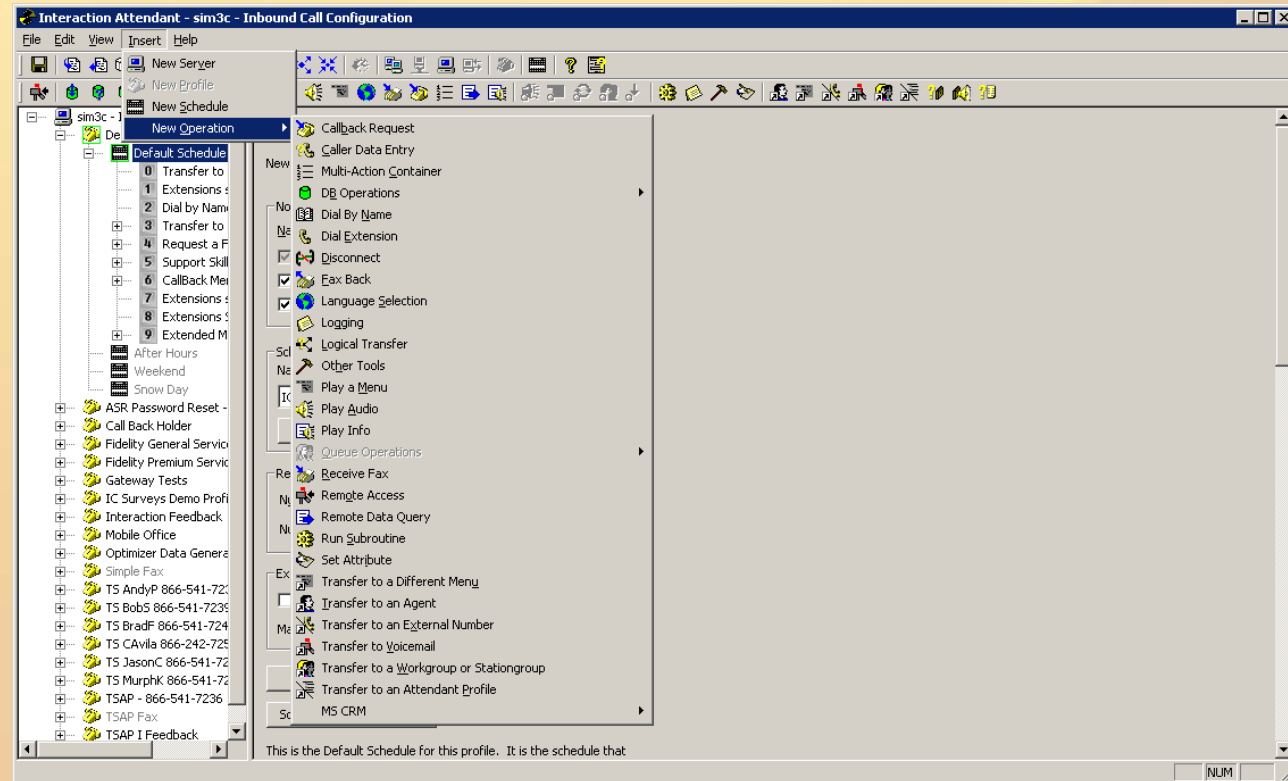
Ready NUM

# Self Service Made Easy



INTERACTIVE INTELLIGENCE  
Deliberately Innovative

- The ability to make adds moves and changes to your IVR without the need for a developer on staff
  - Intuitive GUI with drag and drop functions

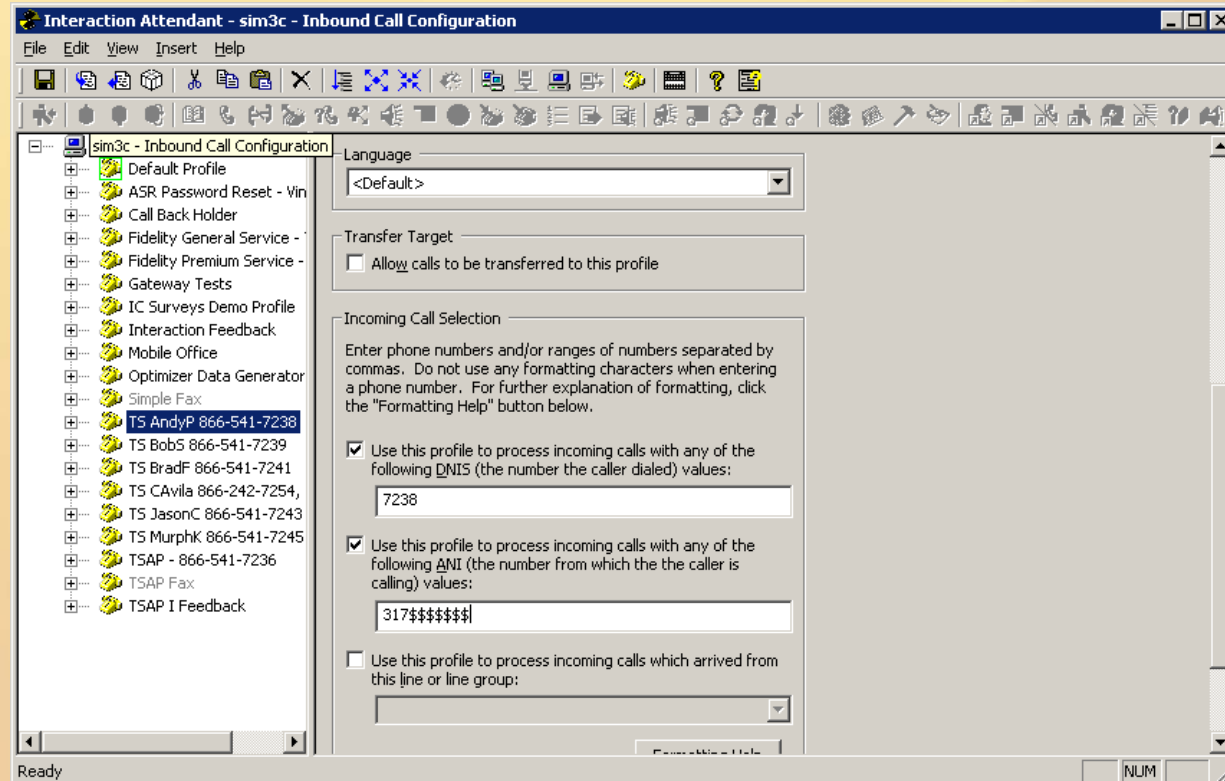


# Self Service Cont.



INTERACTIVE INTELLIGENCE  
Deliberately Innovative

- Offer customers different options based on number they called, or where calling from
- Different options based on days or time of day

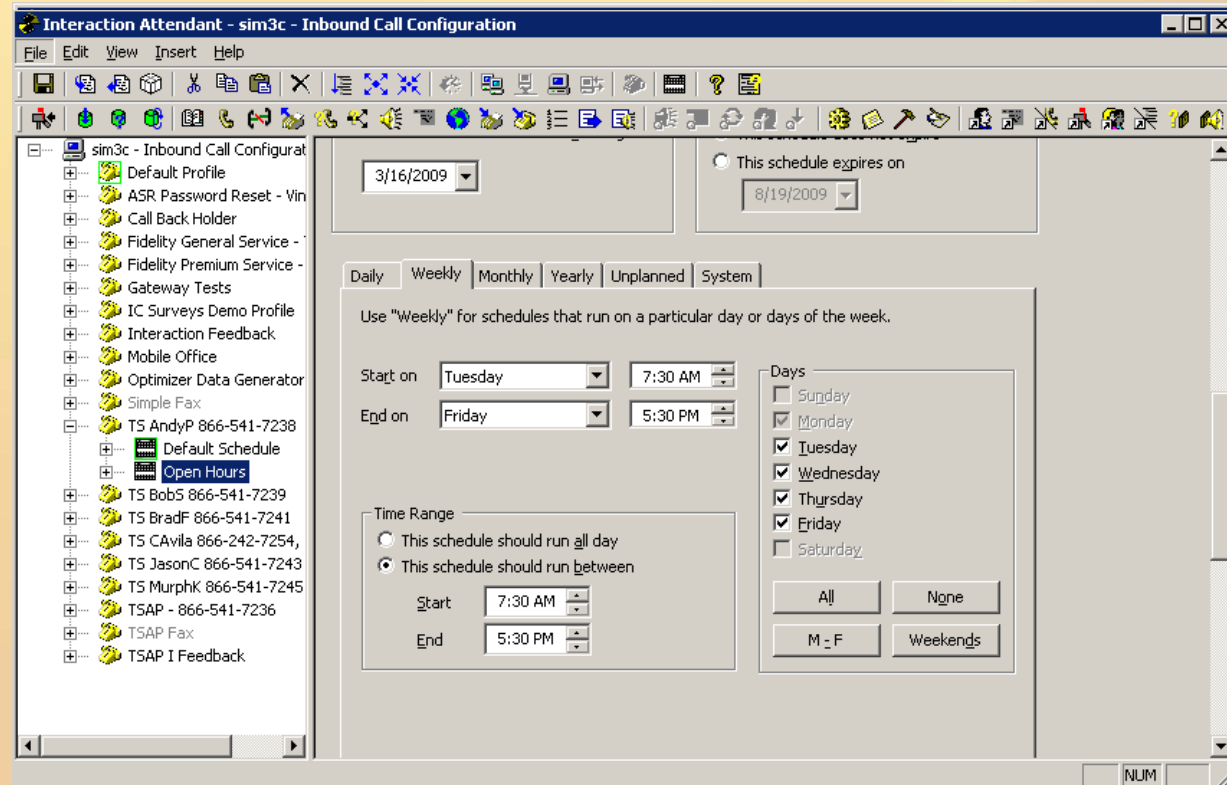


# Self Service Cont.

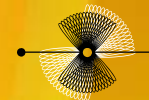


INTERACTIVE INTELLIGENCE  
Deliberately Innovative

- Offer customers different options based on number they called, or where calling from
- Different options based on days or time of day

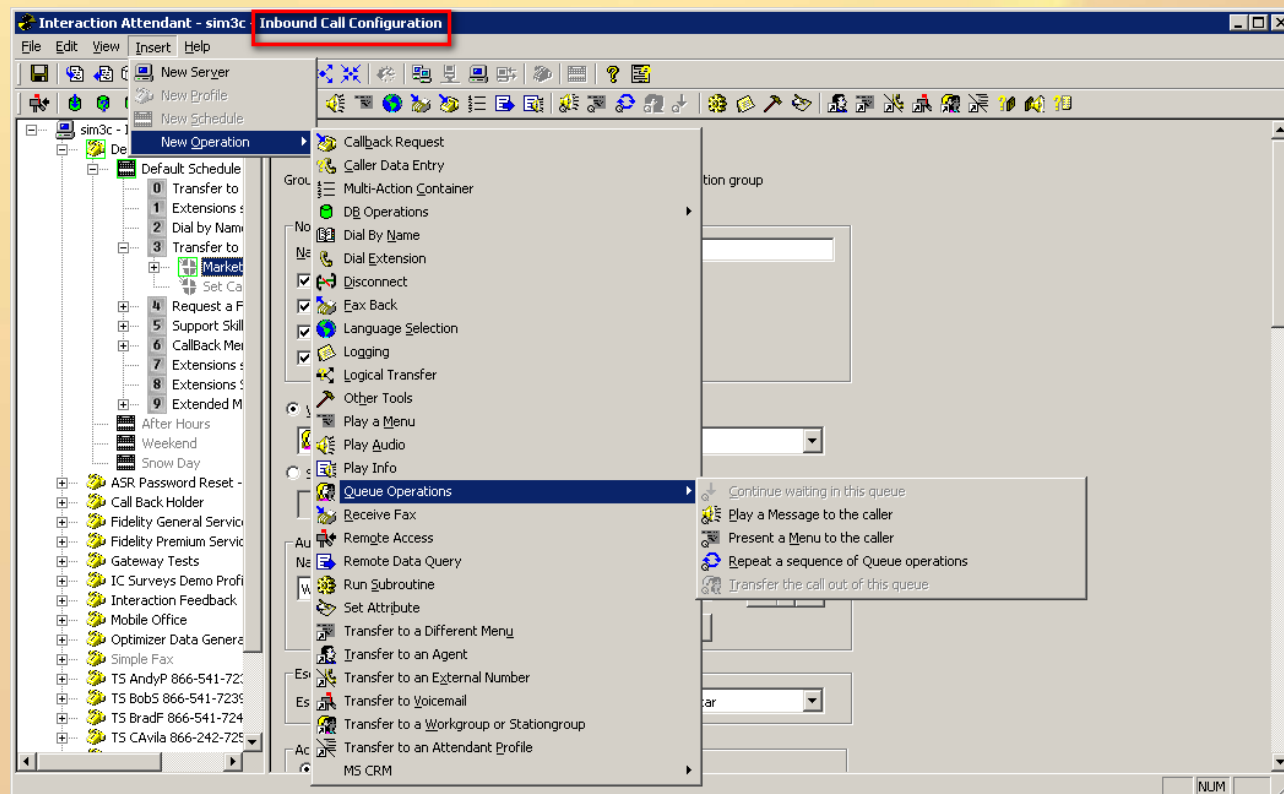


# Self Service Cont.

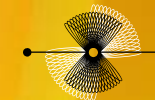


INTERACTIVE INTELLIGENCE  
Deliberately Innovative

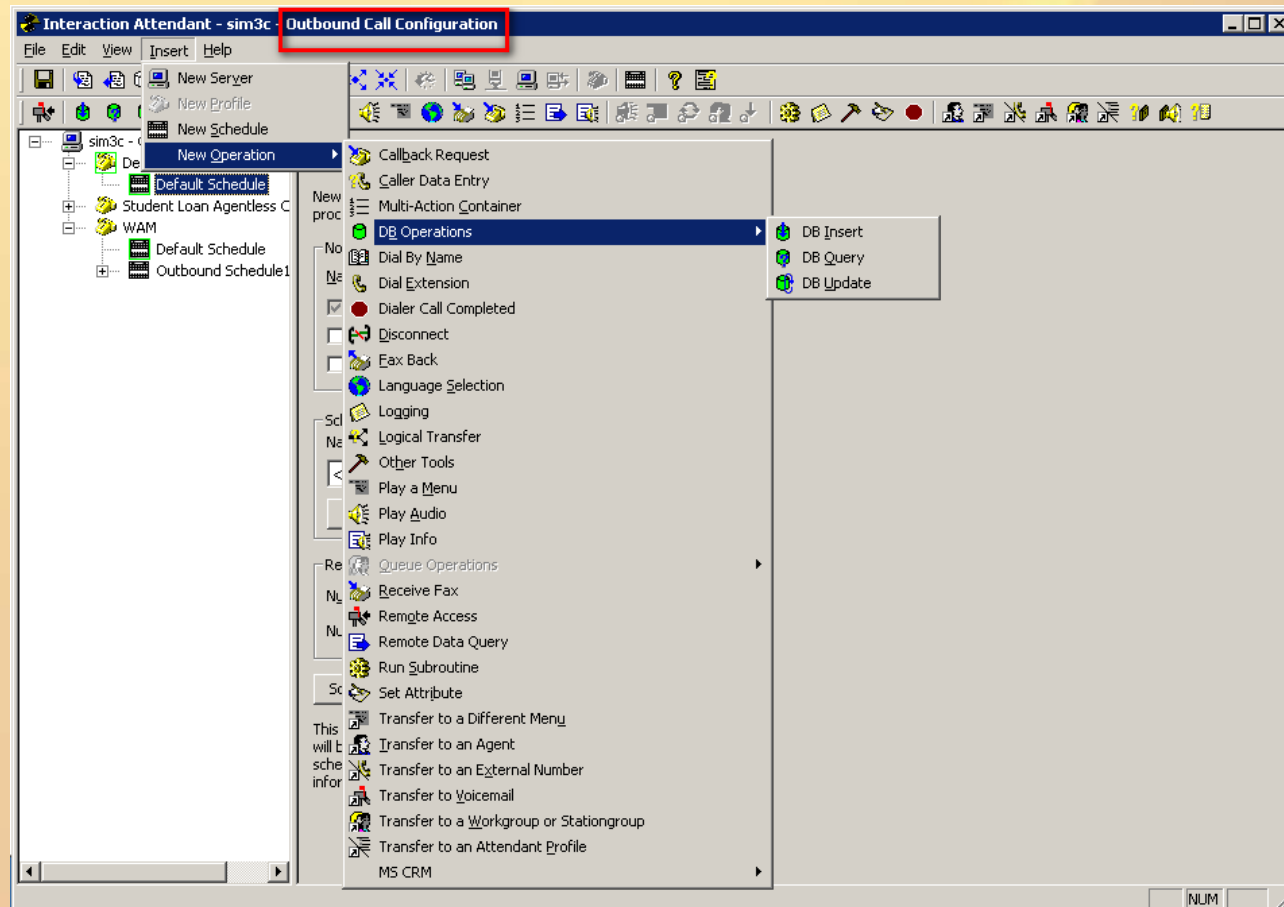
- Use the same interface for both Inbound and Outbound IVR applications



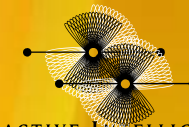
# Self Service Cont.



- Use the same interface for both Inbound and Outbound IVR applications

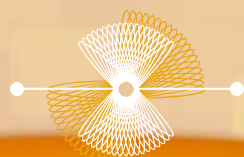
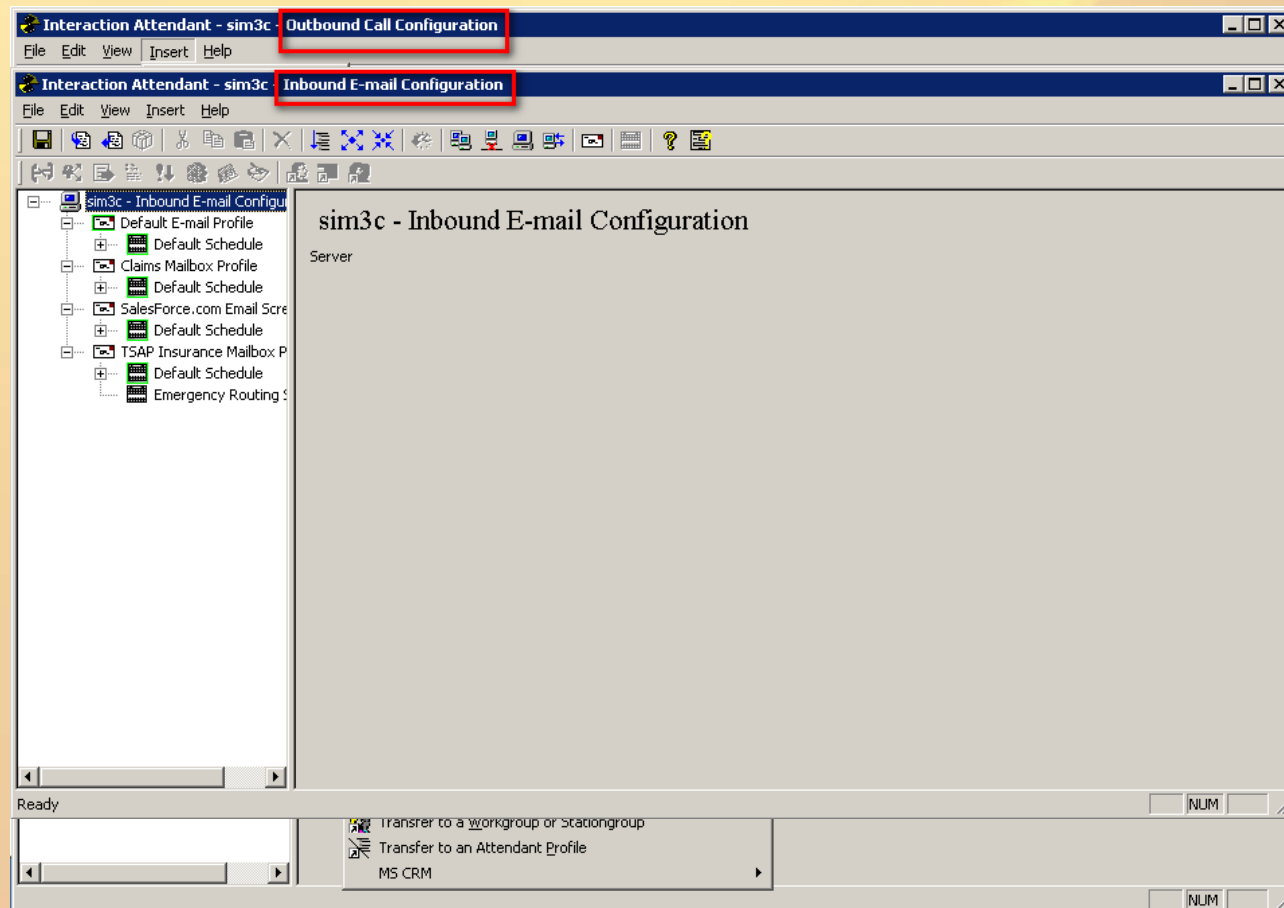


# Self Service Cont.

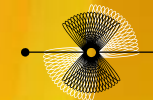


INTERACTIVE INTELLIGENCE  
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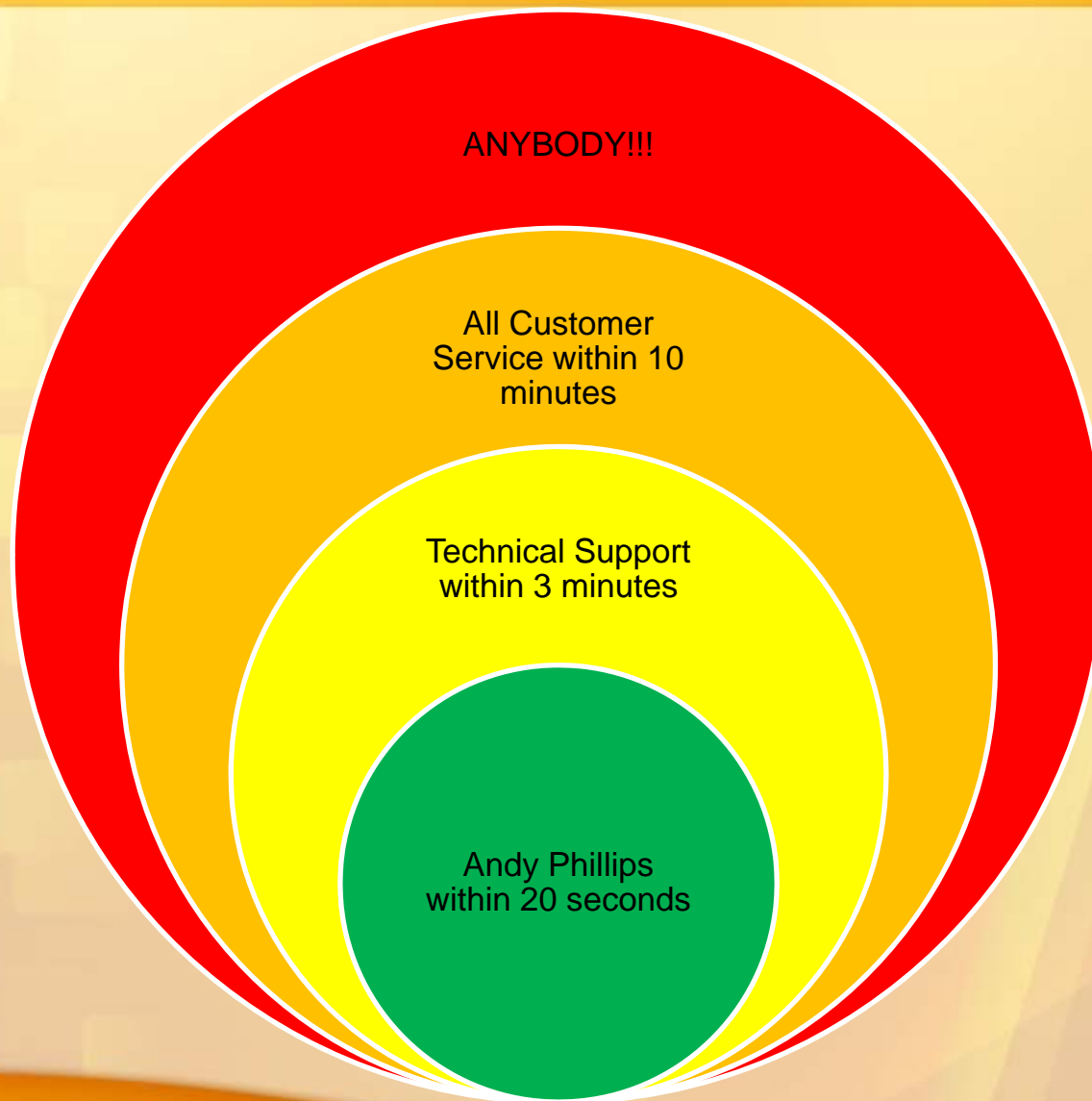
- Use the same interface for both Inbound and Outbound IVR applications
- And even email routing



# Next Generation ACD – Bullseye Routing



INTERACTIVE INTELLIGENCE  
Deliberately Innovative



# Contact Details

**Scott Michael Casson**

**Cell: 859-445-9497**

**Email: [scasson@ccis-consulting.com](mailto:scasson@ccis-consulting.com)**

**Andy Phillips**

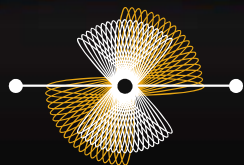
**Office: 317-872-3000**

**Email: [info@inin.com](mailto:info@inin.com)**

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