

Interaction Recorder®

Overview – Version 2.4

Interaction Recorder is a call recording add-on product to Interactive Intelligence's *Customer Interaction Centre*® (CIC) IP application suite for contact centres and enterprises. The Interaction Recorder software provides an easy and cost-effective way to record, store, and manage interactions, and further allows for screen recording to enhance agent training and supervisor effectiveness. In offering a recording solution filled with *innovation* and backed by years of development and customer-tested *experience*, Interaction Recorder provides *value* that exceeds customer demand — setting it apart from much of the competition in the recording solution market.

For agent training, Interaction Recorder's **powerful recording and scoring features** allow contact centers to train agents more comprehensively to become more effective more rapidly.

The **complete integration and testing assurance** of Interaction Recorder within CIC also ensures recording success and eliminates integration issues that exist when using third-party recording products. Seamless CIC/Interaction Recorder integration also eliminates the time and expense of having to perform needed integration testing when implementing a third-party recording system.

Moreover with the launch of Interaction Recorder version 2.4, the Interaction Recorder application offers an innovative and useful **Interaction Screen Recorder** option to track an agent's screens for enhanced training and scoring as well as transaction verifications and compliance.

Interaction Recorder additionally offers a **recording verification algorithm** to ensure that the recordings provided are, in fact, the actual pure recording — giving management teams the raw history for the most effective decision-making possible.

Finally, Interaction Recorder provides the **multimedia recording** capability few other recording solutions offer, allowing organizations to "record" and archive e-mail, fax and Web chat contents as well as telephone calls.

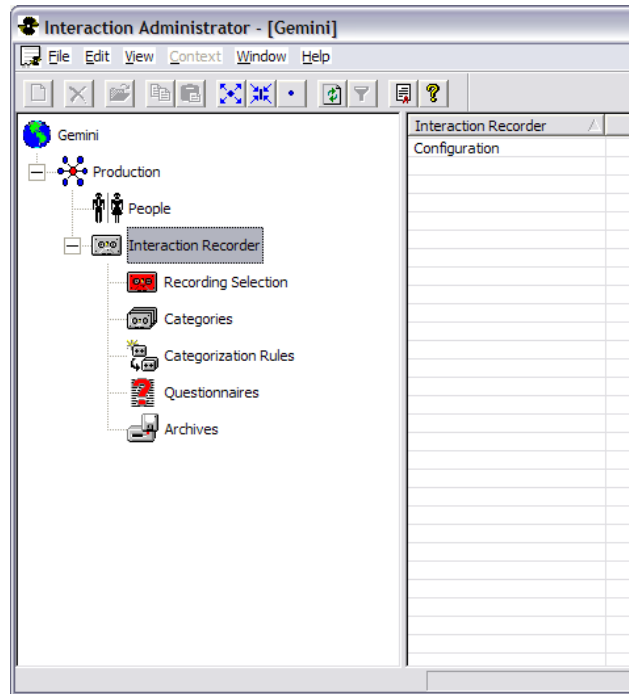
With seven years of development and customer deployments, and with more than 33% of our 100,000 contact center seats using the Interaction Recorder solution, Interaction Recorder is a proven recording solution for any customer contact environment.

Interaction Recorder Product Summary

Central administration in CIC

Administration tasks for Interaction Recorder are performed in CIC's inherent *Interaction Administrator*[®], the same interface used to administer the CIC Server and Interaction Dialer[®] and Interaction Director[®] add-on products from Interactive Intelligence.

Interaction Administrator provides a single environment to define Interaction Recorder settings as well as user roles (class of service) and access rights. Along with a standard menu interface that makes it easy to learn and use for managers and supervisors, and for quality monitoring team members where appropriate, Interaction Administrator allows local or remote access for administration tasks.

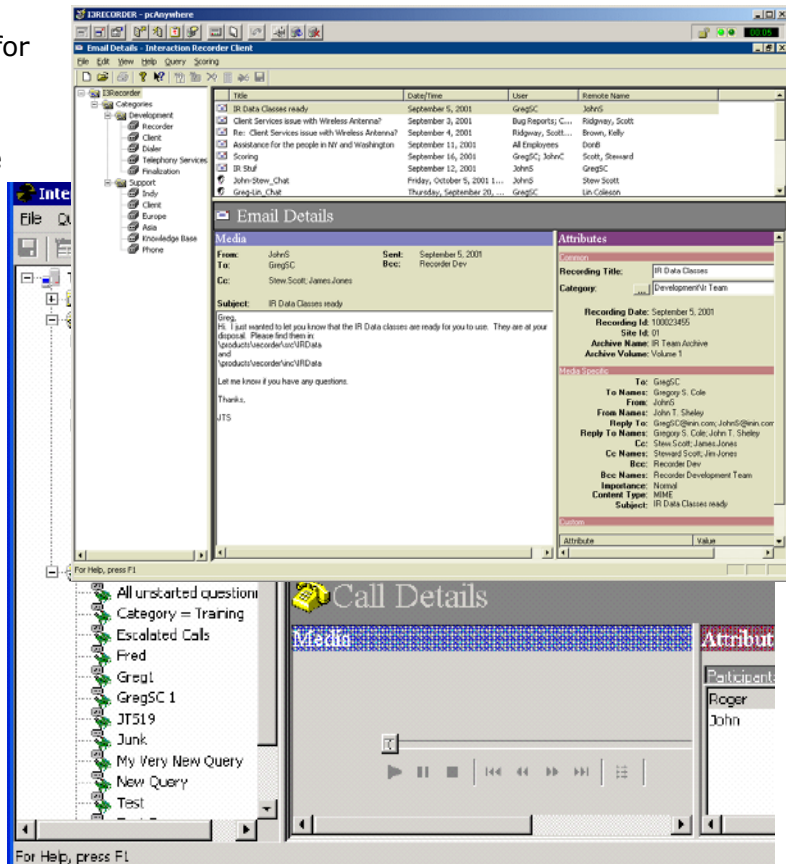


Client access to Interaction Recorder

The Interaction Recorder Client interface allows users to search for and retrieve recordings, play back/view recordings, and score recorded interactions. The same Client also lets users download recordings to a drive on the network or e-mail recordings to co-workers, all while reducing the learning curve.

A search mechanism in the Interaction Recorder Client lets users find selected recordings quickly and easily. Recordings can be played back either via PC speakers or a telephone handset for calls, or viewed for e-mail, fax and Web chats.

To retrieve specific recordings, users can select from already saved queries, or create their own specific query using Interaction Recorder's **Query Builder** tool. Users can also name and save their queries for future use.

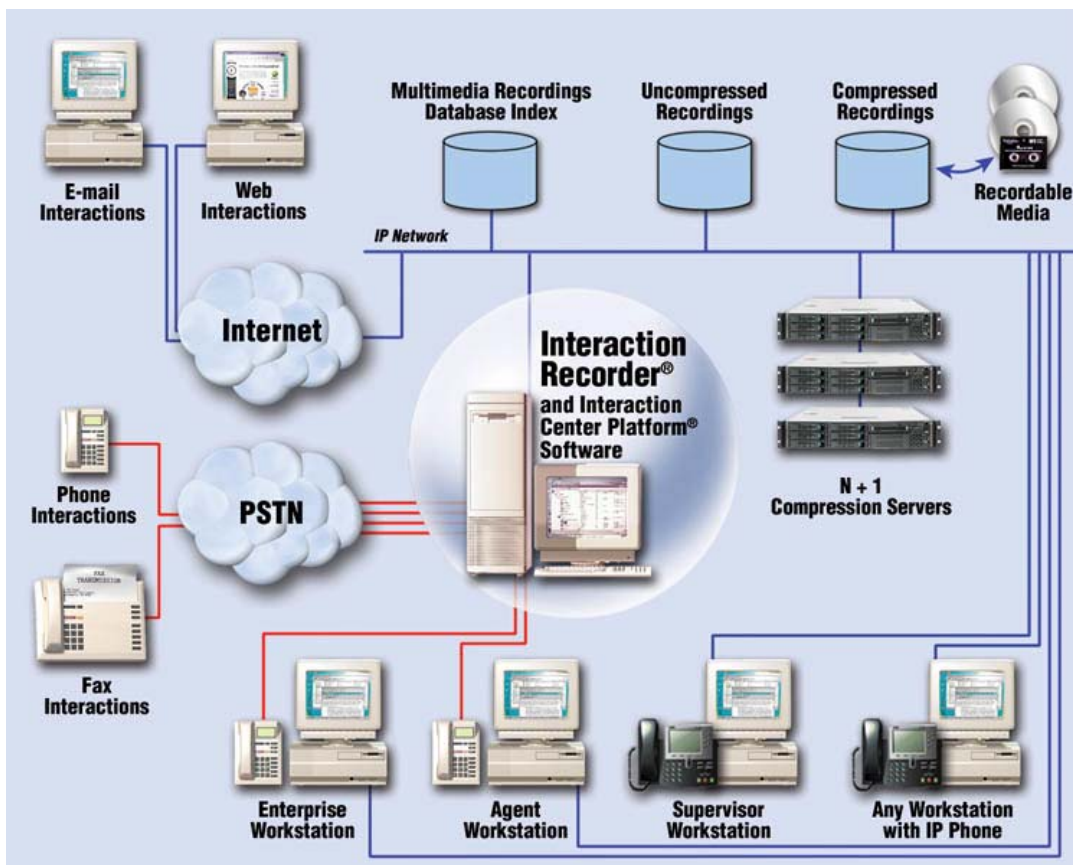


Interaction Recorder's Benefits

- Faster return on investment by minimizing Interaction Recorder deployment and operations costs through pre-integration with the CIC software.
- Improved service quality and user productivity with one seamless environment in which contact center agents, supervisors and business users alike can record and score phone calls as well as e-mails, faxes and Web chats. In customer-centric organizations around the world, Interaction Recorder has a proven history of enhancing team-wide key performance indicators when combined with quality optimization business practices.
- A lower total cost of ownership beginning with simplified configuration both for Interaction Recorder and CIC in the same administrative interface. Recorder's non-blocking architecture also eliminates duplicate trunking requirements to keep costs low, as does cost-effective digital storage and archiving for your recordings.

CIC/Interaction Recorder Product Deployment Model

Interaction Recorder is deployed as a subsystem using the Customer Interaction Center system. In smaller CIC/Interaction Recorder implementations, one additional server is required for database storage and compression activity. In larger systems, multiple compression servers may be used to compress recordings; additional storage drives may also be required for recording files archival and retrieval.



System sizing overview

To properly size hardware for an Interaction Recorder installation, it is important to have a good estimate of the recorded call volume. Organizations must know the average number of recorded calls per day in seconds to properly size compression and database issues.

The recorded call volume (in seconds) dictates exactly how much disk space is required to store uncompressed recordings. The recorded call volume, compression level, and archival policy dictates exactly how much disk space is needed to store compressed recordings and provide temporary storage for archiving recordings. This space and the compression level drive approximately how much CPU capacity is required to keep up with the recording compression load on the RAC Server machine; it also determines how much network bandwidth is required to support the Interaction Recorder system. These three factors — disk space, CPU capacity, and network bandwidth — comprise the hardware requirements necessary for Interaction Recorder implementation.

Generally, the sizing information is based in per-day units. This is because most organizations exhibit a daily call cycle for recording: calls that need to be recorded are more frequent during certain periods of the day than at other times. The “instantaneous” recorded call volume for any period of day will tend to average out to a constant value. For example, weekends usually have a lower recorded call volume than weekdays, so weekday recording load estimates are used. To size the hardware correctly for Interaction Recorder, you must make sure that Interaction Recorder and the RAC Server have all the hardware needed to fulfill at least one day's worth of recording and compression in one day's time. If Interaction Recorder and the RAC Server are unable to meet this minimum requirement, they'll fall behind on compression tasks. This is not the only factor to consider for hardware requirements, but is the most important factor.

Disk space requirements summary

- 1.** The disk space required for Interaction Recorder is dependant solely on:
 - Call recording volume (recorded seconds per day); recorded ACD e-mail with large file attachments could require additional disk space in the compressed recordings storage area, but these interactions are not compressed or processed through the RAC Server
 - The compression algorithm used
 - How often compressed recordings are archived
- 2.** Any Interaction Recorder installation must have, at a minimum, enough disk space to:
 - Store one day's worth of uncompressed recordings, typically on a drive on the CIC Server
 - Store N day's worth of compressed recordings, where N is the number of days that an average recording will stay in the Interaction Recorder system without being archived or purged; this typically is a drive on the RAC Server but may be a separate file server
 - Store all the recordings that are archived at any one time; when an archive is made in Interaction Recorder, the recording media files are copied from their original location on the compressed recordings directory to the archive destination directory; until the archive successfully completes, the archived recording media files will exist in two places at the same time (this space requirement is for the archive destination directory)

Common Problems and CIC/Interaction Recorder Solutions

Problem

My company is required by law to produce records of customer interactions, both for recorded conversations and Web communications

Most third-party recording solutions are designed to record phone calls between a customer and agent or employee. However, few of these systems accommodate multimedia “recording” for Web interactions such as Web chats and their text transcripts.

The CIC/Interaction Recorder Solution

Get advanced multimedia recording options through innovation

Interaction Recorder leverages CIC’s multimedia event processing software technology to record phone calls as well as e-mail, fax and Web chat content. More importantly with its innovative Interaction Screen Recorder for screen captures of all client/agent interactions, the Interaction Recorder system is designed specifically to protect companies and assist them in government regulated industries. The highly developed verification algorithm in Interaction Recorder further ensures that all voice *and* data recordings are in fact the actual non-tampered, pure recording of the interaction.

Problem

Dispute situations often require a proof mechanism to provide evidence of a particular interaction

Dispute situations arise when customers or agents need a proof mechanism to provide evidence of a particular interaction. While most third-party recording solutions offer a sufficient proof mechanism, integration glitches to the PBX or media servers can impede the rapid access of recorded interactions required to secure legitimate revenue transactions or issue customer refunds.

The CIC/Interaction Recorder Solution

Capture all calls and screen interactions and rapidly access detailed recordings

Using compression servers, Interaction Recorder can capture all calls and screen interactions with customers to provide the exact detail of what transpired during an interaction. Also because Interaction Recorder is completely integrated with CIC, there’s no need to worry about integration issues with third-party recording systems or their connections to phone systems (or to fax, e-mail and Web services systems). CIC/Interaction Recorder is all one system that allows managers to quickly locate and retrieve recorded interactions for the appropriate customer service, and for overall interaction quality monitoring.

Problem

Agent performance is critical ... we need a way to measure it more quickly, and more accurately

We have agents that need to be trained, scored, and paid based on performance. We need to quickly search and retrieve recordings, score the interactions, and report on those scores without performing a lot of manual work to do so. Unfortunately, many third-party recording systems don't provide the overall scoring tools we need.

The CIC/Interaction Recorder Solution

Innovative automated agent interaction “scorecards” and reporting for rapid assessments

Interaction Recorder enables quality monitoring teams, verification teams and call center management to score the content of recorded interaction by linking “scorecards” (questionnaires) with the recorded interaction. Interaction Recorder users can listen to and view the interaction and its associated questionnaire, and also view historical scoring reports. This provides the most efficient way to train, score, and reward your agents based on their performance without much manual labor.



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