

## Capture customer interactions across all channels in one solution.

As an integral part of Interactive Intelligence Customer Interaction Center™ (CIC), Interaction Recorder® lets businesses capture, store, and review all customer interactions in a single system. Multichannel capabilities let organizations successfully deploy an omnichannel service strategy. No matter which channel customers use (voice, chat, text, email, social media), the recording is available through a single interface – eliminating any need to search or consolidate recordings from different systems.

### Deploy quickly. Maintain easily.

Because Interaction Recorder is a CIC add-on application, recording requires only simple licensing. No need to integrate CTI and other external data feeds or add more hardware. Deploy capture capabilities quickly – and never worry that a broken or slow data feed will cause missing or incomplete recordings.

Organizations can also streamline file management and archiving with intuitive categorization and rules-based recording. This common point of administration eliminates the need for duplicate tasks often associated with stand-alone systems.

### Extend the value of your recorded customer interactions.

Many organizations use recordings for more than compliance and quality monitoring to add value to the investment.

- **Dispute resolution.** Record interactions to help resolve customer disputes and provide evidence in regulatory compliance or human resource situations. Protect against potential fines and legal costs.
- **New employee training.** Supplement new employee training programs with real interactions – a great way to let new employees experience the right and wrong way to handle interactions.
- **Employee improvement training.** Recordings give new ideas on best practices and help refresh previous training.
- **Process improvement.** Determine where processes may need to be updated or revised so they work better for employees and customers.

### Intervene at the moment of truth.

Employees sometimes need help assisting customers. This often presents a “moment of truth,” where a successful outcome hinges on what happens next. Interaction Recorder gives supervisors and other authorized users the ability to observe interactions as they occur in real time, so they can intervene as needed to create positive outcomes. When used with the real-time speech analytics capabilities of Interaction Analyzer®, alerts can be sent about potentially problematic interactions.

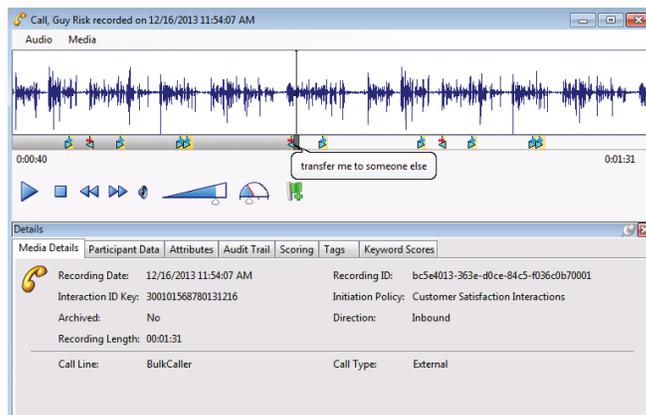
### Get the full workforce optimization suite.

Interaction Recorder is part of the Interactive Intelligence workforce optimization (WFO) suite, a comprehensive solution for enhancing performance to achieve operational goals. Seamless integration with the Interactive Intelligence all-in-one contact center solution ensures quick deployment, lower operating costs, and worry-free operation. Interactive Intelligence WFO provides feature-rich functionality for interaction recording, workforce management, strategic planning, quality management, customer feedback, and speech analytics.

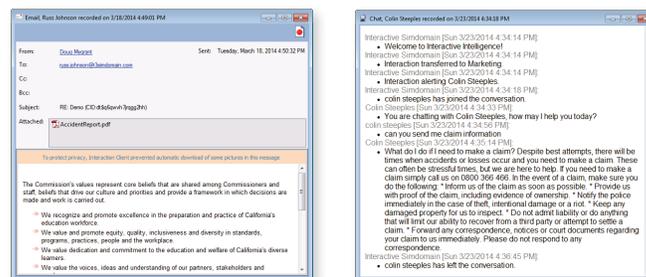
### Key Benefits

- Identify and resolve issues with employee and business performance.
- Get a view of the customer experience across all contact channels, including what happens in the IVR.
- Proactively intervene with live monitoring to address customer issues before they escalate.
- Find and replay interactions using related metadata, including speech analytics and customer feedback.
- Control when and what to record – and how long to keep recordings with flexible rules-based policies.
- Keep customer information and recordings safe and secure with encryption and access controls.
- Eliminate duplicate administration and extra maintenance efforts associated with stand-alone recording.

Key Features	Key Capabilities
Multichannel recording	<ul style="list-style-type: none"> <li>Capture 100% of customer interactions, or according to business rules or on-demand.</li> <li>Record calls (including IVR), web chats, emails, SMS, and social media channels.</li> <li>Enable multichannel quality programs to manage service consistency across all customer channels.</li> <li>Capture complete details for each media type to enable rapid and targeted retrieval of recordings.</li> <li>Automate archiving for all captured interactions, regardless of the contact channel.</li> </ul>
Screen recording	<ul style="list-style-type: none"> <li>Capture on-screen activities, even in a multiple monitor environment.</li> <li>Record screens for work items without a direct customer interaction – processing a claim or conducting research.</li> </ul>
Recording management	<ul style="list-style-type: none"> <li>Manage WHAT interactions are recorded, WHERE they are stored, and WHO can access, play, and export them with a single, simple interface.</li> <li>Store and play files locally to reduce network bandwidth requirements.</li> <li>Archive and quickly retrieve recording files in large volumes with intuitive categorization.</li> </ul>
Security and PCI compliance	<ul style="list-style-type: none"> <li>Pause interaction recordings when sensitive information is collected.</li> <li>Encrypt recordings, including 256-bit AES.</li> <li>Locally store recordings for cloud-based deployments.</li> <li>Verify recording authenticity with MD5 hashing</li> <li>Control access with user-based rights-protection.</li> </ul>



See speech analytics results and other call events during replay.



Record and replay all customer interactions, including email and chat.

Media Type	Recording ID	Date/Time	Interaction Address	Local Party Name	Queue	Initiation Policy
	#B95e13-8423-d02a-86e5-e117c40d0001	3/24/2014 7:44:23 PM	Allan.Lucus	Allan Lucus	Customer Service	Record All
	#B95e13-8447-d071-86e5-e117c40d0001	3/24/2014 7:44:02 PM	88032	Bob Kemme	Customer Satisfaction	Customer Satisfaction Interactions
	#B95e13-9949-d094-86e5-e117c40d0001	3/24/2014 7:44:29 PM	Brian.Williams	Brian Williams	Help Desk	Record All
	#7895e13-c04b-d071-86e5-e117c40d0001	3/24/2014 7:43:49 PM	88008	Penelope Pyne	Customer Satisfaction	Customer Satisfaction Interactions
	#B95e13-c055-d01c-86e5-e117c40d0001	3/24/2014 7:43:33 PM	Guy.Risk	Guy Risk	Customer Satisfaction	Customer Satisfaction Interactions
	#2895e13-35c2-d046-86e5-e117c40d0001	3/24/2014 7:43:30 PM	88034	Eric Longacker	Customer Satisfaction	Customer Satisfaction Interactions
	#2895e13-324b-d095-86e5-e117c40d0001	3/24/2014 7:43:29 PM	88033	Brian Boudouts	Customer Satisfaction	Customer Satisfaction Interactions
	#2895e13-0133-d031-86e5-e117c40d0001	3/24/2014 7:43:27 PM	8023	Bob Tomatobe	Customer Service	Record All
	#F895e13-5443-d02a-86e5-e117c40d0001	3/24/2014 7:43:15 PM	EX/O+SI/OU+EXCH...	Cody Hollars	Help Desk	Record All
	#F895e13-b425-d099-86e5-e117c40d0001	3/24/2014 7:43:14 PM	EX/O+SI/OU+EXCH...	Brian Boudouts	Customer Satisfaction	Customer Satisfaction Interactions
	#F895e13-062a-d046-86e5-e117c40d0001	3/24/2014 7:43:14 PM	EX/O+SI/OU+EXCH...	Cody Hollars	Customer Service	Record All
	#E895e13-895-d087-86e5-e117c40d0001	3/24/2014 7:43:09 PM	88027	Janet Brinkall	Customer Satisfaction	Customer Satisfaction Interactions
	#E895e13-e546-d056-86e5-e117c40d0001	3/24/2014 7:43:02 PM	Beth.Coller	Beth Collier	Help Desk	Record All
	#E895e13-2b62-d00b-86e5-e117c40d0001	3/24/2014 7:42:55 PM	88038	Matt Gusthus	Customer Satisfaction	Customer Satisfaction Interactions
	#E895e13-0569-d006-86e5-e117c40d0001	3/24/2014 7:42:32 PM	Allie.Eutsey	Allie Eutsey	Customer Satisfaction	Customer Satisfaction Interactions
	#4895e13-322b-d018-86e5-e117c40d0001	3/24/2014 7:42:27 PM	8031	Gina Jandre	Customer Service	Record All
	#B95e13-4e5c-d05e-86e5-e117c40d0001	3/24/2014 7:42:02 PM	Brian.Williams	Brian Williams	Help Desk	Record All
	#B95e13-974e-d030-86e5-e117c40d0001	3/24/2014 7:41:49 PM	88010	Clinton Hunsicker	Customer Satisfaction	Customer Satisfaction Interactions
	#7895e13-b69e-d099-86e5-e117c40d0001	3/24/2014 7:41:33 PM	Bob.Tomatobe	Bob Tomatobe	Customer Service	Record All
	#7895e13-1660-d026-86e5-e117c40d0001	3/24/2014 7:41:32 PM	Guy.Risk	Guy Risk	Customer Satisfaction	Customer Satisfaction Interactions
	#B95e13-734d-d026-86e5-e117c40d0001	3/24/2014 7:41:29 PM	88032	Bob Kemme	Customer Satisfaction	Customer Satisfaction Interactions
	#4895e13-8733-d048-86e5-e117c40d0001	3/24/2014 7:41:25 PM	Gina.Jandre	Gina Jandre	Customer Service	Record All

Manage interactions for all contact channels in a single view.



### About Interactive Intelligence

Interactive Intelligence (Nasdaq: ININ) is a global provider of enterprise-grade collaboration, communications and customer engagement software and cloud services that help customers improve service, increase productivity and reduce costs. Backed by a 21-year history of industry firsts, 22 patents and more than 6,000 global customer deployments, Interactive offers customers fast return on investment, along with robust reliability and security. The company gives even the largest organizations an alternative to unproven solutions from start-ups and inflexible solutions from legacy vendors. Interactive has been among Software Magazine's Top 500 Global Software and Services Suppliers for 14 consecutive years, has received Frost & Sullivan's Company of the year Award for five consecutive years, and is one of Mashable's 2014 Seven Best Tech Companies to Work For. The company is headquartered in Indianapolis, Indiana and has more than 2,000 employees worldwide. For more information, visit [www.inin.com](http://www.inin.com).