“Frustrated with your current NON-unified communications solution” – want to know how to transform and innovate your existing investment?

Troy Roberts
General Manager AUS/NZ
CallTime Solutions

Opening Question

What IP PBX solution do you think Microsoft use globally for their Telephony?

1. Microsoft’s own Office Communications Server.
2. Cisco Call Manager.
4. Interactive Intelligence.
On January 5th 2006 CIO Today Magazine asked Microsoft CIO Ron Markezich what are one or two products Microsoft uses that you would describe as outstanding. His reply was, “IP PBX by Interactive Intelligence for IP Telephony. We have had great success with it.”

http://www.cio-today.com/story.xhtml?story_id=39605&page=1

Agenda

1. Who is CallTime Solutions
2. Introduction to Interactive Intelligence
3. Architecture options to leverage your investments and approach true unified communications
4. Business case for unifying your communications
5. IP PBX features and administration tools
6. Summary of Call Centre Features
Who is CallTime Solutions?

Specialists in the design, implementation and support of
1. Multi Media Contact Centre functionality
2. Converged IP Telephony solutions for Enterprises and Telecommunication Service Providers

- Largest, Most Experienced ININ Reseller in region
- APAC Multiple Award winning ININ Reseller
  - 2008 APAC Partner of the year
  - Most Strategic Sale for Charles Sturt University

Innovation • Experience • Value

Who is Interactive Intelligence?

- Provider of proven business communications software
- Differentiation:
  - Innovative, first-to-market approach
  - All-in-one modular platform for contact center and enterprise telephony
  - Strength and experience in VoIP and SIP-based offerings
- Headquarters: Indianapolis, Indiana
- Founded 1994

- Global Top 500 Software company (209th)
- No2 performing company on NASDAQ in 2006
- Awarded top right of Gartner Quadrant survey
Experience: Solutions Provided Worldwide

- 3,500+ organizations in virtually every industry
- Customer installations in 60+ countries
- Products offered in all major European and Asian languages

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Experience: Some University Examples - leveraging existing investments

- 5700 seat IP PBX with Informal Contact Center Agents
- 10 sites with single CIC in Disaster Recovery configuration
- Head to head trial against Cisco
- Auto provisioning and Microsoft OCS integration was key features
- Replaced Asterisk and Ericson PBX solution

- CIC replaced existing Nortel Symposium Contact Centre
- ACD, IVR, call recording, workforce management, real-time traffic and schedule management, outbound campaign management, and reporting.
- CIC front ends existing Nortel and Cisco Infrastructure, leveraging their existing investments
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**Markets Served**

- The Contact Center
- Enterprise IP Telephony
- Unified Communications
- Self-service Automation

Other Vendors Viewpoint

- Separate products, administration & support requirements
- Limited features, complicated integration & difficult to maintain
- Requires multiple servers & associated support contracts

*Higher Total Cost of Ownership, less flexibility, slower to deploy*
A Comprehensive, All-in-One Platform

We deliver an open, all software, unified communications solution

- Less integration time, lower costs
- Single vendor to deal with
- Applications leverage one another
- Works as PBX/IP-PBX or with 3rd party PBX/IP-PBX
- Contact center and enterprise functionality on one platform

Industry Standard Server

100% SIP Architecture

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Leveraging your Cisco Investment – Cisco TAPI Integration

Flexible Architectures - Leverage existing PBX investments
**IP Telephony/Unified Communications**

**The Business Case**

**Lower Total Cost of Ownership**
- Self Service MAC’s
- Central IT/Admin nationally
- Single Vendor reduced maintenance
- Open Standards/Cheaper hardware & no expansive upgrades
- Never grow old PBX

**Business Efficiency**
- Unified Messaging
- Voice Conferencing
- Presence Management
- Mobility/Find-Me Follow Me
- Contact Centre on same platform

**ININ Phone System**

**Simplified Administration**

**Interaction Administrator®**
- Configure system/ user resources
- In-house moves, adds, changes
- Wizard-driven provisioning
- Integrated application security
- Real-time management

**Interaction Attendant®**
- Automated attendant menus
  - Create flexible call flows
- Basic workgroup routing
- Complete IVR management
- Provision in minutes
  - Real-time control
- Multi-system management

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Deployment – The Issues for Universities

Simplified Deployment

• Deployment of desktop phones for large campuses is labor intensive
• Ongoing maintenance of desktop devices is a major time-consumer for IT staff and especially hard for Universities

CIC Auto-Provisioning
• The phone can is provisioned faster than it can be unpacked from its box!
• Reduces time for deployment
• Ongoing support of handsets is a simple phone swap

Standard PBX Features

• All the standard PBX features including
  • Pick-up
  • Transfer
  • Hold
  • Park
  • Conference
  • Call Waiting
  • Camp
  • Voice Mail
  • Message Waiting
  • Zone Paging
  • HD Voice
• IVR
• Speech Enabled Automated Attendant
• Full Voice Conferencing
• Unified Messaging
• Presence & Desktop call control

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Complete Unified Messaging – One mailbox

- Faxes
- Voice Mail
- Text Chat
- Call Recordings

Interaction Client: Improves Productivity - Net, Outlook Embedded, Web Client & OCS

- Drag n Drop
- On-demand Conferencing
- Initiate Instant Message
Enhanced Mobility – The Issues

• The mobile workforce* is the fastest growing of all employee segments. (Includes mobile on-premise and campuses)
• Devices and wireless networks have made major strides in functionality and capability
• Mobile workers are requiring “in-office” level functionality

Enhanced Mobility: Integration to MS Exchange Calendar

• Interaction Mobile Office™ – Speech-enabled unified communications
  • Check voice mail, e-mail
  • Change status
  • Call contacts within the company directory
• Calendar integration with Microsoft Exchange
  • Check appointments
  • Accept, decline appointments
  • Check participants
  • Record calls

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Contact Center Challenges
Strategic Solutions

**Challenges**

- How to deal with growing Multi-Media Trends
- Inadequate agent quality and compliance programs
- Dispersed sites and agents. Informal Contact Centres
- CRM integration limited to certain users … if at all
- Increase business & after hours service without staff increases

**Solution Trends**

- Multi-channel interaction options for customer value
- Call & Screen Recording, Compliance and Cust. Feedback
- Agent consolidation …. the Virtual Contact Centre
- Integrated enterprise-wide CRM deployment
- Self Service Automation

CONTACT CENTER FEATURES

- Multi-Media Skills Based ACD
  - Voice, Email, SMS, Web, Fax etc
- Call Recording
- Screen Recording
- Supervisors with Alerts
- Outbound Predictive Dialer
- CRM Integration
- Speech Recognition
- Self Service Options
- Work Force Management
- Customer Feedback Surveys
- Business Process Automation
- Bulk SMS Handling
- eFAQ
The Challenge of Multimedia

- SMS
- Chats
- Click-To-Call
- Web Callback
- Emails
- Faxcs
- Calls

Contact Center Agent

The “Silo” Approach

- Multiple challenges
  - Complexity
  - Maintainability
  - Cost
- Puts a pinch on
  - Call centers
  - Contact centers
  - Customers
Multi-Media Routing
Basic and Advanced Call Center

Customer Interactions
- Web Chats
- E-mails
- Phone Calls

Single software platform
- Business application integration
- Multi-channel contact points
- Adaptable user applications
  - Formal and informal agents
  - Supervisors
  - Business users
  - Remote and mobile users
- Comprehensive reporting
- Continuous improvement
  - Adjust business rules
  - Change policies
  - Add skilled agents, etc.

Business Rules
- Marketing
- Product Support
- Sales

Quality Monitoring

Reporting

Multi-Media Recording, Scoring & Screen Recording

Interaction Recorder®
- Rule-based multimedia recording

Interaction Recorder Query Builder
- Single interface
- Quickly retrieve recordings and scored interaction questionnaires
- Standard query templates

Agent Scoring
- Full Screen Recording
Call Center Supervisor

**Interaction Supervisor**
- Real-time system monitoring
  - Queues
  - Workgroups
  - Lines and stations
- System alerts/ notifications
- SNMP monitoring
- Event logging/ log retrieval
- Service level management
  - “Whisper” coaching
  - Agent messaging
  - Threshold alerting
- Plug-in architecture
  - Agent statistics, ACD aware
  - Outbound campaigns via Interaction Dialer
- Multi-site aware with Interaction Director

**Leveraging your Investment**
- CTI – Screen Pops

**Quick ROI**
- Shave 10-30 seconds of every call
- Accurate Information
- Improved Service

**Any application**
- CRM
- SFA
- Accounting
- Homegrown

**Any department**
- Customer Service
- Enrolments
- Accounts

"IMPROVE THE STUDENT EXPERIENCE"
Workflow – Interaction Process Automation

Business Value Stack

- Interaction Management
- Process Automation
- Unified Communication
- IP PBX
- Single Network (Convergence)

Why Consider Interactive Intelligence?

Improved Efficiencies and Customer Service

- Optimize the Staff and Students
- The enterprise – Business Users
  - Better Communications tools
  - Greater Efficiencies
  - Mobile and remote users/workgroups
  - Enable the students
  - The contact center
    - Formal and informal agents
    - Remote agents
  - Leverage your investments
    - Solution can add value to existing PBX
    - Works directly with Cisco and Microsoft OCS
    - Integrate your front end with back end processes
  - Centralized system/user administration
    - Get in-house control of your IT infrastructure
    - No expensive vendor maintenance
    - Open standards with no vendor lock-in
In the future …

Future proof communications
• Open standards software approach
  – Adaptable architecture and applications suite
    ◦ Single software solution vs. multi-box hardware approach
    ◦ Integration is inherent… no hidden costs
  – Expand functionality as customer or market demands
    ◦ Add and deploy new applications, not hardware
  – Drive strategic planning

• Choose any SIP Compliant Hardware
  – Open standard so investment is safe

Protect existing investments as well as future ones

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...what the future holds...

www.calltime.com.au

INTERACTIVE INTELLIGENCE
DELIBERATELY INNOVATIVE

Thank you …