

Ensure the right resources are available when needed with accurate forecasts, optimal schedules, and real-time management.

Service organizations successfully execute customer interaction strategies when available resources align with requirements. Interaction Optimizer lets contact centers predict and analyze volumes, create and staff schedules, improve service consistency, and manage performance in real time.

Part of the Interactive Intelligence Customer Interaction Center™ (CIC) all-in-one solution, Interaction Optimizer is quick to deploy and easy to use.

Launch WFM without hassle.

Interaction Optimizer is quick to deploy and easy to use. All you need is a license. The software is already installed and pre-integrated with Interactive Intelligence Customer Interaction Center™ telephony functionality and configuration information – eliminating costly and error-prone integrations.

Centralized administration removes the need to access separate systems or create and synchronize duplicate information sources. Interaction Optimizer offers powerful WFM functionality without the deployment headaches, maintenance problems, or administration overhead of stand-alone systems.

Get full-featured functionality in an all-inclusive package.

Interaction Optimizer offers outstanding value. Other vendors often sell WFM features as extra charges. With ours, you get advanced features like multiskill, multisite, and multimedia forecasting and scheduling along with real-time schedule adherence and agent self-service at no extra cost. Optimizer also has the functional flexibility to adapt to your organization's specific operational needs. Not the other way around.

Key Features

- Enhanced data integration with the Interaction Intelligence CIC all-in-one platform
- Single and multisite forecasting and scheduling
- Skills and multimedia forecasting and scheduling
- Long-term forecasting
- Goals for service level, ASA – or both
- Discrete event simulation forecasting and scheduling
- Agent preference and bidding schedule assignment
- Intraday management and reforecasting
- Time-off management
- Real-time and historical schedule adherence
- Graphical forecast editing and schedule management
- Agent self-service and web portal

Plan optimally. Execute successfully.

Interaction Optimizer creates accurate forecasts for contact volumes based on historical information. Decide on service goals (ASA or service level) then determine optimal staffing levels needed throughout each day. Schedules are created and assigned automatically using agent preferences or a bidding process.

And since the best plans may need fine tuning if unforeseen events occur, Interaction Optimizer intraday management generates alerts when plans start to deviate. This lets you take action early and stay on track. Real-time adherence helps agents stay on schedule throughout the day to avoid resource shrinkage.

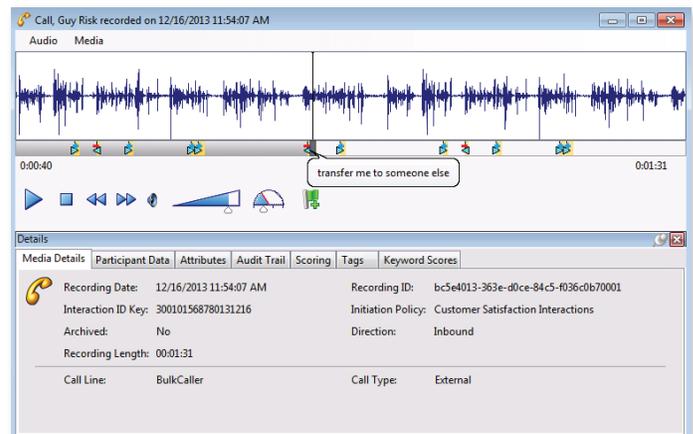
Strategic Planning

Workforce management's ability to use existing resources is critical for contact centers to meet service goals consistently and stay in budget. However, not having enough agents or ones with the wrong skills makes it impossible to create optimal schedules.

Interaction Optimizer works in conjunction with the Interaction Decisions strategic planning product to ensure hiring and staffing plans align with the company's operational goals. Effective strategic resource planning maximizes an organization's investment in workforce management by making sure the right agents are hired, trained, and available when needed.

Get the full workforce optimization suite.

Interaction Optimizer is part of the Interactive Intelligence workforce optimization (WFO) suite, a comprehensive solution for optimizing 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, performance monitoring, workforce management, strategic planning, quality management, customer feedback, and speech analytics.



Key Benefits

- Optimize staff-related costs.
- Act quickly to minimize the impact of unforeseen events or trends.
- Achieve service goals more consistently.
- Significantly reduce time spent forecasting and scheduling.
- Help agents keep on schedule.
- Empower agents with self-service capabilities.



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.