



MICROSOFT®-BASED BUSINESS COMMUNICATIONS

Enterprise Interaction Center® (EIC) 2.3 PBX: Standard vs. Premium Packages Applications and Features Comparison

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Standard vs. Premium Packages

At-a-glance

Functionality/Feature	Standard	Premium
PBX Features	✓	✓
Analog Direct-connect Station Handset	✓	✓
SIP Station	✓	✓
Station Features Not in Handset	✓	✓
Account Code	✓	✓
Interaction Attendant®	✓	✓
ACD	✓	✓
Presence Management	✓	✓
Business Users	✓	✓
Interaction Administrator®	✓	✓
System Monitoring	✓	✓
Troubleshooting and Diagnostics	✓	✓
Standards supported: SIP, Windows-based server	✓	✓
Unified Voice Messaging	✓	✓
Fax Server		✓
Screen Pop		✓
Interactive Voice Resources		✓
Internet (Web) Features		✓
Reporting		✓
Multi-site presence management and dial plan		✓
Interaction Tracker™		✓

Detailed Overviews

PBX Features

Functionality/ Feature	EIC Feature Description	Advantage	Standard	Premium
Analog Trunks	Analog CO trunks are supported through the gateway	Saves customer money if digital T1 is not required.	Yes	Yes
DID Call Processing	External DID component required for DID on analog CO trunks. Not required for T1.	Saves money on company operator routing calls and taking messages unnecessarily.	Yes	Yes
Caller ID Accepted	CallerID is supported through the gateway. The CallerID will display on the <i>Interaction Client®</i> or on the station handset.	Saves time for users to anticipate the identity of the caller.	Yes	Yes
T1 Signaling	Support for T1 digital signaling through the gateway.	Saves money if the business has many phone lines.	Yes	Yes
PRI	Support for PRI is an optional one time server license on EIC. Through the gateway.	Increases call information and reduce network set up time.	Yes	Yes
Configurable Dial Plan	The Dial Plan configuration is open to the customer to configure in <i>Interaction Administrator®</i> . Local exchanges and area codes are entered into the system at installation	Saves money on system upgrades and dial plan subscriptions.	Yes	Yes
Hunt Groups – Users	EIC uses the concept of workgroups for routing calls to groups of users. The workgroup can be configured as a hunt group. The calls will be routed in sequential order. If the first person on the list is in busy or a do not disturb status, the system will "hunt" to the next user on the list in the workgroup. The system also supports round robin routing to users.	Increases customer contact and facilitates "back-ups" and better call routing.	Yes	Yes

Functionality/ Feature	EIC Feature Description	Advantage	Standard	Premium
Hunt Groups – Station Phones	<p>Standalone telephones may be put into a group. The group of phones may be configured for sequential – meaning that if the first phone on the list is busy, the call will be routed to the next telephone on the list. The system supports sequential and round robin configuration for hunt groups of station phones.</p> <p>Typical Use: This feature is used to implement modem pools and groups fax machines. It may also be used to route calls after hours in the case that users are not logged in.</p>	Improves customer satisfaction with after hours call processing capabilities.	Yes	Yes
Group Ring - Users	<p>EIC uses workgroups and the workgroup may be configured for simultaneous ringing. All users will be alerted of a new call for the group if a workgroup is configured for simultaneous ringing. The first user to pick up their <i>Interaction Client</i> or their telephone (must be logged in at that workstation) will get the call. All other users in the group will stop alerting at that time.</p> <p>Typical Use: It is typically used for urgent calls that must be answered quickly.</p>	Improves customer satisfaction in handling urgent or inbound emergency type of calls.	Yes	Yes
Group Ring - Stations	<p>Stations may be grouped in EIC. The station group can be configured for simultaneous ringing. All stations will be alerted and the first station to go off hook and will receive the call. All other stations will stop alerting.</p> <p>Typical Application/Use: This feature is to alert a group of telephones in the case that calls must be routed regardless of users being logged in. An example might be to alert a group of standalone telephones in a department.</p>	Improves customer satisfaction in handling calls or reaching users quickly.	Yes	Yes
<p>ACD – Automatic Call Distribution</p> <p>*See detailed features below.</p>	<p>Workgroups of Users may be created as ACD type. When a call routes to the ACD, it is routed to the agent who has been available the longest. If the call must queue, the oldest call waiting in that particular queue will be routed to the next available agent.</p>	Improves customer satisfaction in having their calls processed in the order they were received rather than being place on hold by operators and being forgotten.	Yes	Yes

Functionality/ Feature	EIC Feature Description	Advantage	Standard	Premium
Call pick-up and call park features	<p>The <i>Interaction Client</i> allows for call pickup and call park features. Calls may be picked up from another user's extension from the Interaction Client next to the "My Interactions" tab.</p> <p>On a standalone telephone, call pickup is a code that is dialed.</p> <p>Calls may be parked to user's extension not to a parking zone. If parking zones are requested, we recommend that "dummy users" be created for example Park Zone1 as the name. All users could have access to the calls parked on this "dummy user" called Park Zone1.</p>	Improves user productivity and customer satisfaction in handling of calls.	Yes	Yes
Caller ID to phone	<p>CallerID is supplied to the phone when it has been received by the EIC system. CallerID support is heavily dependent upon the telephony interface such as Intel/HMP, SIP or the Gateway. Please check the telephony application notes for full details.</p>	Improves user productivity and customer satisfaction by having the calling party identified prior to handling the call.	Yes	Yes
In/Out Board for status Management	<p>EIC's <i>Interaction Client</i> offers in/out board capability with configurable status information by the system administrator.</p>	Saves an immense amount of time on internal messaging/calls when users are in meetings/out of the office/out sick, etc.	Yes	Yes
Operator Target	<p>Users may set their operator target or the system administrator may configure the operator target for users. The operator target is used for the zero option out of a user's voicemail.</p>	Increases customer satisfaction to reach the appropriate person.	Yes	Yes
DID/DDI Routing Tables	<p>Use <i>Interaction Attendant</i>® or the DID tables in <i>Interaction Administrator</i>® to route calls to particular departments, users, or workgroups using DID (Direct Inward Dial), or DDI.</p>	Increases customer satisfaction by having direct numbers without using company operators and automated attendant for direct contacts in the company.	Yes	Yes
ANI Routing	<p>EIC has limited ANI routing functionality and may be used for area code wild cards using <i>Interaction Attendant</i>.</p>	Increases customer satisfaction as calls are routed to the right person for the customer account.	Yes	Yes
SIP "Line" Routing	<p>Route calls based on the trunk/line that the call came in on. This is done with <i>Interaction Attendant</i>.</p>	Improves availability of specific groups by dedicating lines for traffic to particular applications	Yes	Yes

SIP Station Features

(in addition to features of analog phones) – Please refer to Polycom phone document for further features.

Feature	Description	Advantage	Standard	Premium
Multiple call appearances	Displays multiple calls on a particular line. Users may put one call on hold and answer the next call appearance	Increases user productivity by not missing calls	Yes	Yes
Multiple line appearances	Multiple line appearances are supported, but may not be used for multiple parties such as executive/assistant with EIC.	Increases user productivity by not missing calls	Yes	Yes
Specific phone features to particular phone models	Please see the third party application note for specific devices and their features such as backup proxy, number of call and line appearances and such.	Reduced system cost by offering an open SIP protocol devices are available from best of breed manufacturers. Interactive Intelligence/Vonexus is also partnered with Polycom for SIP devices.	Yes	Yes

Station Features Not in Handset

Feature	Description	Advantage	Standard	Premium
Station Templates (new in 2.3)	Indicate the type of station, rights, and call forward and other settings using a template. Assign stations to a template. This is administered in <i>Interaction Administrator</i> .	Easy administration for system administrators to track station features and rights.	Yes	Yes
Station Rights	Assign rights based on station such as long distance, toll free, local, etc. This is administered in <i>Interaction Administrator</i> .	Reduces costs by deterring users from using long distance and other services on unauthorized phones	Yes	Yes
Stations in Hunt Groups	Stations may be configured in a group with sequential alerting. The first station will be alerted with the call, if the first station is ring no answer or busy, the second station will be alerted and so on.	Station hunt groups increase user productivity to reach users on standalone devices such as break room phones.	Yes	Yes
Call Forward – All Calls	All calls may be forwarded to an alternate user no matter what status you are in. This is administered in <i>Interaction Administrator</i> .	Increases customer satisfaction as it facilitates back-up for users by alternate users or assistants rather than voicemail.	Yes	Yes

Feature	Description	Advantage	Standard	Premium
Call Forward – Busy/DND – External Only	<p>Users may select to forward only external calls on busy or do not disturb status's. Internal callers would be routed to voicemail.</p> <p>Typical Use: Users may want external calls to be routed to an administrative back-up person in the case that they are on the phone or in DND status. This would allow the administrative person can then either help the caller or send them to the original user's voicemail.</p> <p>This is administered in <i>Interaction Administrator</i>.</p>	Increases customer satisfaction as it facilitates back-up for users by alternate users or assistants rather than voicemail.	Yes	Yes
Call Forward – Busy/DND – Internal Only	<p>Users may select to forward only internal calls on busy or do not disturb status's. External calls would go to voicemail.</p> <p>Typical Use: Users may want internal calls to be routed to an administrative back-up person in the case that they are on the phone or in DND status. This would allow the administrative person can then either help the internal caller or send them to the original user's voicemail.</p> <p>This is administered in <i>Interaction Administrator</i>.</p>	Increases user productivity as it facilitates back-up for users by alternate users or assistants rather than voicemail.	Yes	Yes
Call Forward – Ring No Answer – External Only	<p>External calls would forward to an alternate extension on ring no answer. Typical use: Users may wish for calls on ring no answer to be routed to a back-up person. Perhaps the user is in the office, but simply could not answer the call immediately.</p> <p>This is administered in <i>Interaction Administrator</i>.</p>	Increases customer satisfaction as it facilitates back-up for users by alternate users or assistants rather than voicemail.	Yes	Yes
Call Forward – Ring No Answer – Internal Only	<p>Internal calls would forward to an alternate extension on ring no answer. Typical use: Users may wish for internal calls on ring no answer to be routed to a back-up person. Perhaps the user is in the office, but simply could not answer the call immediately.</p> <p>This is administered in <i>Interaction Administrator</i>.</p>	Increases user productivity as it facilitates back-up for users by alternate users or assistants rather than voicemail.	Yes	Yes

Account Code Features

Feature	Description	Advantage	Standard	Premium
Support for account codes into Interaction Client at any time during the call	Users can enter account codes as they dial the call or during the call by opening the call window. Account codes are created by the system administrator and may use a security model to assign them to particular groups or users if that is required.	Increases billings and thus revenue.	Yes	Yes
Support for account codes through the telephone interface at beginning of call	Users at any station phone may enter the account code for a call so that calls are not lost. This is entered as a ** plus the account code after the dialed number.	Increases billings and thus revenue.	Yes	Yes
Account Code reports provided for account code activity tracking and user tracking	Account code reports include the following: <ul style="list-style-type: none"> - Account Code Call Detail for Current User - Account Code Call Summary for Current User - Account Code Call Detail by Date - Account Code Call Detail by User - Account Code (Supervisor) Summary by Date - Account Code (Supervisor) Summary by User 	Detail information may be exported to send the information to a billing package. Professionals may also use the detail to track specific billing items in a timely manner.	Yes	Yes
Account codes accessible by some users and not others	In <i>Interaction Administrator</i> the system administrator may set up access to specific account codes by specific users. This way, only the accounts of a specific professional would be accessible to that professional.	Increases system usability and flexibility in implementing account codes.	Yes	Yes

Other Features

Feature	Description	Advantage	Standard	Premium
Authorization code support	A dialing code is used so that users may have their own dialing privileges at a standalone station phone. This way long distance calls can be tracked back to the user who made them but the phone can have long distance turned off.	Increases security of standalone station phones and lowers long distance costs.	Yes	Yes
Paging from the Interaction Client	Users may select other users and page them from the Interaction Client. This is if paging is set up in the <i>Interaction Administrator</i> .	Increases user productivity by allowing users to communicate quickly especially in emergency situations.	Yes	Yes
TAPI TSP for TAPI-based dialing from Outlook	Users may select a contact directly in Outlook and choose to place a call to a contact number. The call is made immediately to that number without switching to <i>Interaction Client</i> .	Increases user productivity in quickly placing calls to contacts.	Yes	Yes
Alphanumeric Pager Support	EIC provides paging capabilities if the paging feature is configured.	Improves user productivity and availability.	Yes	Yes
Hot Desking and Remote Log-In: Log-in from any WAN, remote access server, or intranet/Internet connection and receive same client as if you are in the office.	The <i>Interaction Client</i> allows users to log into the system from any telephone. This turns any phone into their PBX station as if they are in the office.	Greatly improves productivity of users as they have all features of the <i>Interaction Client</i> and presence management as if they are in the office or in the case of hot desking, as if they are at their own desk/station.	Yes	Yes
Available Forward (forward calls to alternate extension or outside telephone number such as home or cell phone)	Available Forward is a status that users can set along with the forward number to forward calls to themselves on a cell phone, home phone, or home office phone.	Improves productivity of users while away by making them available for their calls. This also improves customer satisfaction as their issues are handled in a more expedient manner rather than playing voicemail tag.	Yes	Yes

Interaction Attendant® Features

Interaction Attendant is the application for configuring all call routing , all ACD route steps. Please see the full Interaction Attendant features list for more details.

Increases management control over the communications system and customer satisfaction as calls may be handled more intelligently and directed to the correct user and department.

Feature	Description	Advantage	Standard	Premium
Database Nodes	The Database nodes in <i>Interaction Attendant</i> allow EIC customers to add basic interactive voice response scripts to their automated attendant application. The database nodes provide basic field lookup and insert. This can be done with any ODBC compliant database.	Increases customer satisfaction as basic information can be looked up with self service rather than waiting for a person. Decreases costs because calls can be handled automatically.	Not available	Yes
Multi-lingual menu support	<i>Interaction Attendant</i> allows the system administrator to create an automated attendant menu and indicate that it is to be made available in multiple languages. The prompts for the alternate language are then recorded and easily configured.	Increases customer satisfaction and reduces costs in multi-lingual customer call handling.	Yes	Yes
Time of Day menus, holiday, and day of week schedules	<i>Interaction Attendant</i> supports extensive scheduling capabilities including time of day menu's	Increases management control over call routing.	Yes	Yes
Station Transfer	<i>Interaction Attendant</i> will transfer to a standalone station or a station group with no user assigned.	Increases user productivity in the case that calls must be alerted to alternate locations in the building where users may not be actually logged in.	Yes	Yes
Menu based on Dialed number	<i>Interaction Attendant</i> supports menus based on DNIS or DID.	Increases customer satisfaction with numbers that are meaningful to them.	Yes	Yes
Individual Zero Out Operator Handling	<i>Interaction Attendant</i> handles that when callers go to a users voicemail and hit "0" to get to an operator, that Attendant can do Time of Day processing and Auto Attendant menus.	Increases customer satisfaction due appropriate handling of Zero out to a person operations. Callers can navigate a menu if their choice for an alternate person is for a group or an individual, etc. This helps in informal contact centers as well.	Yes	Yes

ACD Features

(Calls, Agents, Workgroups, Supervisors)

Feature	Description	Advantage	Standard	Premium
ACD: Queue for longest available agent	ACD helps to streamline call routing to groups who take the same types of calls. Out of the box, if a call is routed to an ACD queue, it will be routed to the longest available agent. If there are no available agents, the call will be routed to the next available agent in the workgroup.	This improves customer satisfaction and improves agent productivity.	Yes based on workstation license	Yes based on workstation license.
Basic ACD – Programming options uses Interaction Attendant: Play message or music, repeat message or music, play on-hold menu, caller option to leave the queue, leave a voice message for the group, caller option to go back to the main menu.	<i>Interaction Attendant</i> in EIC offers the ability to configure basic queue options, music and messages. Play message or music, repeat message or music, play on-hold menu, caller option to leave the queue, leave a voice message for the group, caller option to go back to the main menu. Also includes play estimated wait time in queue or number in queue.	Increases customer satisfaction with intelligent queuing options and information about wait time.	Yes	Yes
Time of Day Routing – Interaction Attendant Schedules	EIC offers flexible schedule options including setup of time of day, day of week, date, and unplanned schedules.	Increases management control over specific holiday and closed messages and menus.	Yes	Yes
Time of Day Routing – System Schedule in Interaction Administrator	EIC menus from <i>Interaction Attendant</i> may use system schedules that are stored in <i>Interaction Administrator</i> . These can be used for overall regular system schedules.	Increases management control over specific holiday and closed messages and menus.	Yes	Yes
DID/DNIS Routing	Calls can be directed to specific menus or queues based on Dialed Number.	Increases customer satisfaction by dialing a specific number that routes them directly to the correct person or group.	Yes	Yes
Routing based on Trunk/Line or Trunk/Line Group	Calls can be directed to specific menus or queues based on the trunk or trunk group.	Increases management control over trunk resources.	Yes	Yes

Feature	Description	Advantage	Standard	Premium
Agents may participate in multiple workgroup Queues	Agents may be a member of many workgroup queues. For EIC this means that the longest waiting call in any queue will be routed to the agent. Or for all agents, the longest available agent will get the next call from any of the queues if no calls are waiting. This increases the ACD flexibility for agents that cross over departments or functions.	Increases user productivity by adding agents to multiple groups to handle many types of calls. Increases customer satisfaction as the longest waiting caller in any group will be routed to the agent.	Yes	Yes
Overflow Queuing **Please see note at end of ACD section for details.	The call may be overflowed to an alternate group and does not look back to the original group of agents. It is truly overflowed out. The call may be overflowed based on time in queue or the caller choosing the option to overflow. This is based on configuration set up with <i>Interaction Attendant</i> .	Improves customer satisfaction in times of call spikes or busy times of the day.	Yes (limited to overflow to alternate group of agents)	Yes (limited to overflow to alternate group of agents)
Overflow based on queue statistics such as number of calls already waiting or number of agents logged in.	Using <i>Interaction Attendant</i> , calls can be overflowed to an alternate workgroup queue if the main queue is already too full. This is sometimes referred to as "look ahead routing" but refers in this case to only a single site and not multi-site routing.	Improves customer satisfaction by routing callers to alternate groups depending upon how busy that group is.	Yes limited to overflow to alternate group of agents – does not queue call to 2 groups at the same time.	Yes limited to overflow to alternate group of agents – does not queue call to 2 groups at the same time.
One Skill-based Routing	The EIC system supports one skill based routing. Skill may be added to calls using the <i>Interaction Attendant</i> or additional business logic such as weighting skills.	Improves customer satisfaction and agent productivity as calls are routed to the most appropriate agent rather than bouncing customers between lower and higher skilled agents.	Yes provides flexibility by offering skills and prioritization	Yes provides flexibility by offering skills and prioritization
Menu while in queue	EIC provides options while in queue such as to leave a voice message, go back to the main menu, or to an alternate menu.	Improves customer satisfaction with wait times for a live agent. Customers will typically wait longer when offered options while in queue.	Yes	Yes
Web chat queuing Webcallback Voice Callback queuing need to be added	Sample web pages are provided to route Internet-based chat requests into the same interface (XP client) as voice queuing.	Improves customer satisfaction with web-based transactions and can increase e-commerce revenue. Easy user training due to same interface.	Yes	Yes

Feature	Description	Advantage	Standard	Premium
Time of day queue parameters change	This refers to supporting the ACD or workgroup being "closed" due to meetings or training sessions. This is handled with either planned or unplanned schedules. In the case of unplanned schedules, the supervisor can dial a code to close the ACD.	Improves management control and quality of service while groups are away.	Yes Using Interaction Attendant set-up and unplanned schedules	Yes Using Interaction Attendant set-up and unplanned schedules
Supervisor Monitoring	Supervisors may select a queue and determine to monitor or "listen" to calls on the queue.	Improves quality of service and customer satisfaction by allowing the supervisor to monitor the call and then take action on any issues.	Yes. Requires Supervisor License	Yes. Requires Supervisor License
Supervisor Alerts	Supervisors can set color and audible alerts as well as special icons on call center statistics.	Improves supervisor productivity and customer satisfaction as supervisors can be alerted of important changes in the call center conditions and react very quickly to staffing and queue management concerns.	Yes. Requires Supervisor License	Yes. Requires Interaction Supervisor license
Call Recording	Out of the box, if a user selects to record a call, the call's .wav file will be e-mailed to the user or call center supervisor. Refer to On demand and all calls	Improves call tracking and management control, as well as quality of service monitoring.	Yes.	Yes
Call Recording on-demand by agent and/or supervisor	Out of the box, if a user selects to record a call, the call's .wav file will be e-mailed to the user or call center supervisor.	Improves quality of service and management control. Can improve revenue or "returns" situations as well depending upon the nature of the call center or business.	Yes	Yes
Record all calls automatically	Choose to record all calls by setting a system parameter in <i>Interaction Administrator</i>	Improves customer satisfaction and management tracking of transactions for verification purposes.	Yes	Yes

**Note on Overflow ACD Queuing. Please be careful in your overflow queuing plans with the EIC offering to carefully read the Interaction Attendant feature list related to the options for overflow queuing on EIC. Essentially in EIC there are only two choices for overflow queuing. With EIC, you can overflow the call to an optional group before the call goes into the first queue. This may be based on number of agents logged in, number of calls waiting, or age of oldest call waiting. EIC does not "look back" at the first group of agents when it is overflowed. You may also send a call into an ACD group on EIC and offer the customer the choice after a period of time to overflow out or to remain. Again, you are overflowing the caller out of the queue on EIC and there is no "look back" routing option to go back to the first group of agents.

Presence Management

Real-time Status Features

Feature	Description	Advantage	Standard	Premium
Presence Management – Real-time status information	EIC has a real-time in/out status capability. We call this "presence management" The user indicates through the telephone or through their <i>Interaction Client</i> , their in/out status. Other users either hear this through the phone, see it on the web, or view the in/out status on their <i>Interaction Client</i> . Presence management also shows that the user is on the phone if they are logged into the system and using their workstation phone.	Presence management increases user productivity especially among groups who must coordinate customer issues. An example is a sales team or a customer project team. Users can view real time in/out status and eliminate time "searching" for users, leaving multiple voicemails, calling other parties in the group who are not available, etc. Customer satisfaction is increased as resources are found more quickly and customer contact increased.	Yes	Yes
Status information configurable by system administrator	System administrator may create new status's that are applicable specifically to your company such as "Project Research" or "At the other building."	Increased information about specific user activity improves management control and company-wide improvements as indicated above.	Yes	Yes
Status information updated in real-time to Interaction Client	Instantly know the status of users – whether they are on the phone or in a meeting until noon. Updates are real-time on the LAN/WAN and are supported across sites if <i>Interaction Multi-site™</i> is applied.	Increases user productivity as they coordinate issues and look for available resources to assist with immediate issues.	Yes	Yes
Status information played to caller as standard voicemail greeting	The user's status is played to the caller if the user's personal greetings are not enabled. The user can choose to use a personal greeting or the system status message.	Increases customer satisfaction as they are informed of the user's exact status and return time. Increases user productivity internally as the internal users are informed of return times.	Yes	Yes

Business User – Interaction Client®

Feature	Description	Advantage	Standard	Premium
"My Interactions" Tab	The "My Interactions" tab allows the user to handle multiple call appearances for their own user extension. The user may toggle between callers or optionally drag callers into a conference call.	Increased call coordination by users increases customer satisfaction with less voicemail bouncing and increased access to their contacts in your company.	Yes	Yes
Speed Dial Tabs	The Speed Dials tab below the "My Interactions" Section allows the user to use the company directory, workgroups, or public and private contact lists as speed dials.	Increases user productivity by speeding their ability to contact frequent and infrequent company contacts. In/out status among workgroup speed dials immensely improves user's ability to coordinate issues for customers and increases customer satisfaction.	Yes	Yes
Monitor feature (much like an extension appearance on the Interaction Client user interface) This is Key line appearance via the client with distinctive ring via the PC. Monitor feature does not do the description justice. Change feature name.	This feature is on the <i>Interaction Client</i> . Users may "monitor" another user's extension next to the "My Interactions" tab they can open a tab for another users' interactions. This feature may be used for users to back up other users or executive/assistant call handling. Different ring sounds can be used by the users to distinguish their own calls from the other users being monitored on their <i>Interaction Client</i> .	Increases user productivity as they back-up other users and improves customer satisfaction as customers are more likely to reach a person.	Yes	Yes
Monitor another user's extension	See above for how this works. When opening the tab, select a user. This feature may be used for users to back up other users or executive/assistant call handling. Different ring sounds can be used by the users to distinguish their own calls from the other users being monitored on their <i>Interaction Client</i> .	Increases user productivity as they back-up other users and improves customer satisfaction as customers are more likely to reach a person.	Yes	Yes

Feature	Description	Advantage	Standard	Premium
Monitor a hunt group	See above for how this works. When opening the tab, select a workgroup. This feature may be used for users to back up groups. Different ring sounds can be used by the users to distinguish their own calls from the other users being monitored on their <i>Interaction Client</i> .	Increases user productivity as they back-up other users and improves customer satisfaction as customers are more likely to reach a person.	Yes	Yes
Monitor an ACD queue	See above for how this works. When opening the tab, select a workgroup – must be an ACD workstation license level to monitor an ACD type workgroup. This feature may be used for supervisors or backup agents to monitor a queue temporarily. Different ring sounds can be used by the users to distinguish their own calls from the other users being monitored on their <i>Interaction Client</i> .	Increases user productivity as they back-up other users and improves customer satisfaction as customers are more likely to reach a person.	Yes must have optional ACD seat users license	Yes must have optional ACD seat users license
Workgroups as speed dials	The <i>Interaction Client</i> can offer access to workgroups as a speed dial. User status may be viewed in real-time and used to point and click to dial the user.	Improves user productivity especially by users in groups who must coordinate sales or customer issues in a timely manner through improved contact information and presence management In/Out board.	Yes	Yes
External database sources such as PIM's and customer databases available as speed dials (configured by system administrator)	The <i>Interaction Client</i> can pull up other data sources created by the system administrator from databases or personal information management systems. This speed dial may be used by groups or individual users based on access.	Improves user productivity as they manage customer or vendor contact information.	Yes	Yes
Company Directory	The <i>Interaction Client</i> has the ability to display the company directory as a speed dial tab. The Company Directory is refreshed each time the <i>Interaction Client</i> user logs into the system. From the Company Directory, users on the same server may perform "intercom" chats with one another.	Improves user productivity as they find other users, view their status, find their directory information, and coordinate issues with one another.	Yes	Yes
Conference calls up to 8 parties	Out of the box, the system supports up to 8 parties in a conference call .Users may use the <i>Interaction Client</i> or a standalone telephone to create conference calls.	Reduces costs on external conference bridge systems for small conferences.	Yes	Yes

Feature	Description	Advantage	Standard	Premium
Conference calls greater than 8 parties.	Additional conference resources are available in order that users may create larger conference calls. Availability of this feature is highly dependent upon HMP conference resources. Note: Utilize HMP calculator for sizing.	Reduces costs on external conference bridge systems.	Yes	Yes
Client Auto Update	System auto updates <i>Interaction Client</i> with any system administration changes.	Reduce system administration costs by auto updating any changes to user configuration from the system administrator in Interaction Administrator.	Yes	Yes
Client Configuration Templates	System administrators may create templates for <i>Interaction Client</i> configurations for users such as which call control buttons are enabled, how their client and phone alert, and other critical settings.	Reduces system administration costs by making the system administrator more productive with system changes and tracking user rights.	Yes	Yes
Reports Page	The reports page displays all available reports to the user. Specific reports can be granted based on access.	Improves management control and possibly increases revenue in revenue generating departments by tracking activity more closely.	Yes with Reporting client add-on license	Yes with Reporting client add-on license
Queues Page	The Queues page displays summary and shift statistics of queue performance. The queues page also shows call detail of all calls in queue.	Improves customer satisfaction as supervisors can intervene and make immediate decisions about ACD queue performance.	Yes with Supervisor add-on	Yes with Supervisor add-on
Workgroups Page	The workgroups page displays detail of workgroup users' status as well as summary of status such as number of users at lunch.	Improves customer satisfaction as supervisors can monitor and set alarms on user status.	Yes with Supervisor add-on	Yes with Supervisor add-on
Users Page	The users page displays status of calls for particular users. Supervisors can select a user in order to view, monitor or record their call.	Improves customer satisfaction as supervisors may perform quality control on users' performance.	Yes with Supervisor add-on	Yes with Supervisor add-on
Stations Page	The stations page displays call detail of calls on particular stations.	Eases system administration of stations and troubleshooting.	Yes with Supervisor add-on	Yes with Supervisor add-on
Lines Page	The lines page displays detail of calls on particular lines.	Eases system administration of ports as a line port is used for phone system (in most telephony interfaces), ACD, fax server, voicemail, and other applications.	Yes with Supervisor add-on	Yes with Supervisor add-on

Feature	Description	Advantage	Standard	Premium
Video calls	Internal support for video calls from station to station appear in the Interaction Client. Requires audio configuration on <i>Interaction Client</i> using SIP.	Increases productivity of users especially between technical and knowledge worker groups who are in distributed locations	Yes	Yes
Record personal greetings	Users may record their voicemail greetings from the <i>Interaction Client</i> .	Ease of use increases user productivity in performing routine daily tasks of updating voicemail greeting.	Yes	Yes
Unique rings using .wav files	Users or administrators can set up unique .wav file rings for their calls or workgroup calls.	Ease of use increases user productivity in answering calls or juggling calls for others.	Yes	Yes

Interaction Administrator®

Feature	Description	Advantage	Standard	Premium
Interaction Administrator®	<i>Interaction Administrator</i> is a Windows-based system administration application that can be accessed across the WAN/LAN. This single administrative interface handles system resources, user rights and feature configuration, station configuration and all other aspects of the company's communication administration.	Decreases costs significantly by allowing the end customer to control their own moves, adds, and changes. Across a multi-site configuration, the LAN/WAN access to the server's system administration cuts system administration costs dramatically.	Yes	Yes
Single Administrative Interface for all add-on modules	Includes administration for <i>Interaction Recorder®</i> , and <i>Interaction Tracker™</i> .	Decreases costs of system integration across multiple products to provide comprehensive communications applications to a business.	Yes	Yes
Security levels	Security levels may be set on many system components and attributes in the administrative interface.	Security levels allow the company to decrease costs due to phone system abuse.	Yes	Yes
Access levels	The master system administrator can set up access levels so that departmental managers can administer their own users and workgroups.	Ease of administration and departmental control decreases costs of administering the system by improving productivity .	Yes	Yes
Administrative Change Log	The administrative change log details the user and change made in <i>Interaction Administrator</i> . This allows system administrators to track changes and find possible errors by users.	This change log increases accuracy in administering the system.	Not Available	Yes. Optional if reporting was chosen

Feature	Description	Advantage	Standard	Premium
Password Policies	Administer password control, types of passwords, number of digits, frequency of required password changes, etc.	Increase security of system by requiring users to user specific types of passwords and changing them often if required.	Yes	Yes
Interaction Client Templates	Administer the behavior and rights of use of features in the <i>Interaction Client</i> using templates. Apply the template to a role, user or workgroup.	Eases administration of various departments and their feature requirements. Makes applying changes to groups of users much easier and faster.	Yes	Yes
Roles	Administer "class of service" type of features with roles. Apply the role to users and workgroups	Increases efficiency of administrators as they classify users and their access rights.	Yes	Yes
Client Configuration Menu (based on user rights)	If the user has the rights, they may configure the behavior of call alerts, call coverage, etc.	Reduce costs of system administration as previously users had administrative rights in cases that the system administrator did not.	Yes	Yes
Call coverage options	In the client configuration, users may set how their calls are covered by an administrative assistant based on presence and type of call	Increases customer satisfaction as calls to individuals can reach a person where appropriate as opposed to voicemail only.	Yes	Yes
Call Control buttons	Users have call control at the desktop.	Improves customer satisfaction and user productivity by quickly controlling advanced features such as conference calls and juggling multiple calls.	Yes	Yes
Recently dialed numbers	A drop down box is used to dial recently dialed numbers.	Enhances customer satisfaction as users more quickly respond to customer inquiries.	Yes	Yes
Callback from recent call	If a call was just made on the "My Interactions" tab, the user can double click to call back.	Enhances customer satisfaction as users more quickly respond to customer inquiries.	Yes	Yes
Workgroup Real-time presence view	Users who have access to workgroups can view the real-time presence of other users in that workgroup.	Improves user productivity by reducing callbacks and voicemail time. Enhances customer satisfaction by speeding issue resolution.	Yes	Yes
Record calls	The Call Record button sends a call recording into that user's voicemail.	Enhances customer satisfaction as users can review customer issues and share direct input from customer with other staff.	Yes	Yes
Softphone	The <i>Interaction Client</i> can be used as a softphone.	Improves user productivity by allowing them to use full PBX functionality from any location.	Yes	Yes

Feature	Description	Advantage	Standard	Premium
Remote capability	Users may access the system remotely from any telephone by logging into the <i>Interaction Client</i> with the remote login. They indicate the telephone number where they are located.	Improves user productivity by allowing them to use full PBX functionality from any location.	Yes	Yes

System Monitoring

Optional in EIC. Requires Server Component, and Workstation Add-Ons for each user running reports.

Feature	Description	Advantage	Standard	Premium
Monitor Sub-systems	Monitor subsystems such as telephony, text-to-speech and others.	Reduces support costs by proactively reacting to problems in a particular sub-system.	Yes	Yes
Monitor media resources	Voice, conference and other media resources may be monitored.	Simplifies ability to determine if additional resources are required to meet application requirements of users such as conference calls and call recording.	Yes	Yes
Monitor system resources	Monitor resources of the system itself such as memory, CPU, page faults, disk space for things like voicemail and recordings, etc.	Proactively alerts system administrator if spikes in CPU are occurring or disk space is getting full. Reduces cost of finding out there are problems after the fact.	Yes	Yes
View line group status, user status, etc. in Interaction Client pages.	Real-time view of interaction activity for chat and telephone calls by users as well as calls on line groups. This is viewed in the <i>Interaction Client</i> on the pages tab.	Eases troubleshooting in the case that there is user error or problems with particular stations or lines.	Yes	Yes

Troubleshooting and Diagnostics

Feature	Description	Advantage	Standard	Premium
Event Viewer	Events written to event viewer, web link on every error and warning events.	Allows administrator to view all system warnings and performance of subsystems.	Yes	Yes
System Monitor	Real-time monitor line cards, CPU, memory, sub-system performance and much more. Provides alerts and warnings to system administrator.	Reduces support costs as administrators can be proactive in reacting to potentially negative conditions.	Yes	Yes

Feature	Description	Advantage	Standard	Premium
Event Viewer	Events written to event viewer, web link on every error and warning events.	Allows administrator to view all system warnings and performance of subsystems.	Yes	Yes
Trace viewer	Real time tracing of call events. Shows low level system events that occur during live interactions. Gives you the lifeline of every event in the system while it is running.	Allows system administrator, resellers and Interactive Intelligence to view low level activity of the system in order to isolate problems. Especially helpful if problem is re-occurring.	Yes	Yes
Log Retrieval Assistant	Set up time of day and types of logging to run as well as retrieval of logs by Interactive Intelligence and partners.	Automates troubleshooting process and support process with Interactive and resellers.	Yes	Yes
Windows Performance Monitor	View performance of the server using a standard tool	Eases administration as Windows administrators can use a standard server tool to monitor performance of the server.	Yes	Yes
Ethereal	RTP packet capture application to view RTP packets on the network. All SIP call control and RTP traffic can be captured to trouble shoot possible SIP call control and RTP related issues between the server and gateways or phone devices.	Allows system administrators to have greater information about their network communications.	Yes	Yes

Standards supported

Feature	Description	Advantage	Standard	Premium
SIP	The system supports the standard SIP protocol for all call control and RTP audio communications.	Lowers cost of ownership as standards reduce device costs.	Yes	Yes
Windows-based server	The system uses the Windows operating system that is widely accepted in the marketplace with standardized tools for network and system monitoring	Lowers cost of ownership as network expertise is more widely available and trained in standard technology.	Yes	Yes

Unified Voice Messaging Features

Feature	Description	Advantage	Standard	Premium
Message Notification	Users may be notified of new voice messages via pager or outcall	Makes users more responsive to messages by being notified wherever they are located.	Yes	Yes
Follow-Me support	Users can set up to 4 follow me numbers from their <i>Interaction Client</i> . They may also set a number to require that their pass code be entered. This means that they could use a home number for instance and only they would be able to retrieve their work call by entering their pass code. Available follow me in EIC functions as on/off.	Makes users more accessible regardless of their location.	Yes	Yes
Fax Messaging	Faxes are retrieved by the EIC server and routed to the mailbox for that user extension, DID number, or workgroup. Note that single number for voice calls and faxes is not applicable to TAPI version or SIP where the call originates on a gateway.	Increases user productivity in retrieving faxes when working remotely or when traveling.	Not available	Yes
Voicemail form for desktop control	A voicemail form is provided for Exchange to provide desktop voicemail access and playback control. Note that message waiting indicator is not available with unified messaging if a voicemail form is not available for your e-mail platform.	Increases user productivity by simplifying user access to voicemail playback in one inbox.	Yes	Yes
E-mail playback via the telephone	Play e-mails via text-to-speech by accessing the unified messaging telephone user interface.	Increases user productivity and enhances customer satisfaction by allowing mobile users to respond faster to customer and other employee e-mails.	Yes	Yes
E-mail forward and reply using voice	Forward or reply to e-mails using voicemail. A .wav file is attached to the e-mail and sent.	Increases user productivity and enhances customer satisfaction by allowing mobile users to respond faster to customer and other employee e-mails.	Yes	Yes

Fax Server Features

Feature	Description	Advantage	Standard	Premium
Desktop Fax Viewer	A fax viewer application is provided whereby users can annotate faxes, rotate pages, invert black and white image, etc.	This greatly enhances productivity of users who normally would have to reprint and re-fax documents.	Not available	Yes
Windows Fax Print Driver	Users can print to the fax print driver from any application that supports Windows-based (Win98 and above) print drivers. Once created, the fax viewer is opened and the user may add a cover page, address information, multiple fax destinations, etc.	This saves users an enormous amount of time printing to paper and faxing out documents via a fax machine.	Not available	Yes
Fax On-demand	Using <i>Interaction Attendant</i> , fax documents may be provided to callers. Callers may access pre-configured fax documents.	This saves callers time in retrieving basic information and increases user productivity by not spending time faxing out basic fax documents that can be provided via self-service over the phone from a menu.	Not available	Yes, with Interaction Attendant or customizable in Interaction Designer

Screen Pop Features

Feature	Description	Advantage	Standard	Premium
Screen pop based on ANI, CallerID, CLID, DID, DDI, DNIS, or trunk line	A screen pop is when the call is routed to an ACD agent and the customer's data is automatically presented to the agent on their CRM or customer database application without the agent having to re-ask the information such as home telephone number or account number. Typically the screen pop works with an automated attendant application for prompting the caller for their account number or other identifier.	<p>Improves customer satisfaction by limiting the identification questions and having only to be asked for verification.</p> <p>Improves user productivity as in many cases time is shaved off of the call for less time taking identification information from the customer.</p>	Not available	Yes
Screen pop based on IVR information gathered during call	EIC can prompt the caller for information during an interactive voice response session (IVR), verify against a database, and then transfer the call to the agent along with all information collected in the IVR. See below for EIC's capabilities.	Improves user productivity as in many cases time is shaved off of the call for less time taking identification information from the customer.	Not available	Yes

Feature	Description	Advantage	Standard	Premium
Screen pop based on options selected from automated attendant menus	EIC's <i>Interaction Attendant</i> provides the ability to prompt for a single identifier such as an account number, customer id, help desk ticket number, or home phone number. The caller entry information can be passed to the <i>Interaction Client</i> for a screen pop.	Improves user productivity as in many cases time is shaved off of the call for less time taking identification information from the customer.	Not available	Yes
Screen pop based on customer profile	EIC can prompt only for a single input and cannot look up customer profile database information in advance of the screen pop.	Improves user productivity as in many cases time is shaved off of the call for less time taking identification information from the customer.	Not available	Yes
Screen pop based on DDE	DDE stands for "Dynamic Data Exchange" and is a means of passing information from one application to another. The <i>Interaction Client</i> program passes information to the database via DDE if configured.	Speeds system configuration of screen pops versus middleware solutions and provides dramatic cost savings to the end customer with changes and system management after the fact as well.	Not available	Yes. It's not recommended.
Screen pop based on "Client COMlite"	ClientCOMlite is a subset of the full COM api and is typically used for basic screen pop capability with the <i>Interaction Client</i> .	Speeds system configuration of screen pops versus middleware solutions and provides dramatic cost savings to the end customer with changes and system management after the fact as well.	Not available	Yes (using factors such as ANI, DNIS, single input, discussed in detail previously)

Interactive Voice Response (IVR)

Feature	Description	Advantage	Standard	Premium
Interactive Voice Response	Interactive Voice response is typically when a caller is prompted for information and database information is retrieved by the system automatically to read to the caller without a person.	Improves customer satisfaction with self service applications.	Not available	Yes
Database Nodes	The Database nodes in <i>Interaction Attendant</i> allow EIC customers to add basic interactive voice response scripts to their automated attendant application. The database nodes provide basic field lookup and insert.	Increases customer satisfaction as basic information can be looked up with self service rather than waiting for a person. Decreases costs because calls can be handled automatically.	Not available	Yes

Internet (Web) Features

Feature	Description	Advantage	Standard	Premium
Web Services			Not Available	Yes
Chats to an individual	The EIC product ships with sample web pages to provide find me information to web contacts for individuals. This includes requesting a chat for an individual.	Improves customer satisfaction through customer contact via the web.	Not available	Intercom chats require no optional license or functionality Chats from Internet customers to individuals require the chat add-on license.
Chats directed to a workgroup ACD for distribution	Sample web pages are provided with EIC to direct chat requests to an ACD workgroup.	Improves customer satisfaction and increases revenue through customer contact and service via the web.	Not available	Yes
Web callback	EIC provides for an immediate callback and places the call into the ACD workgroup queue.	Improves customer satisfaction and increases revenue through customer contact and service via the web.	Not available	Yes
Basic web callback – call is placed to the requestor, once a connection is established the call is put in the queue for an agent	EIC provides for an immediate callback and places the call into the ACD workgroup queue.	Improves customer satisfaction and increases revenue through customer contact and service via the web.	Not available	Yes

Reporting

Optional in EIC. Requires Server Component, and Workstation Add-Ons for each user running reports.

Feature	Description	Advantage	Standard	Premium
Basic logging to CSV files	CSV logging is logging of call detail only to csv format. These files role information over every x days where x is configurable. CSV logs can be imported into Excel for call detail reporting in Excel. There is no additional charge for this option.	Basic call detail allows you to track information back to users. This increased tracking means greater productivity by users and decreases costs of employee long distance and such.	Not Available	Yes

Feature	Description	Advantage	Standard	Premium
Basic logging to CSV files	CSV logging is logging of call detail only to csv format. These files role information over every x days where x is configurable. CSV logs can be imported into Excel for call detail reporting in Excel. There is no additional charge for this option.	Basic call detail allows you to track information back to users. This increased tracking means greater productivity by users and decreases costs of employee long distance and such.	Not Available	Yes
Support for Microsoft MSDE	Report information may be stored in Microsoft MSDE on development systems. Note that this is not supported with EIC 2.2.	Database administration is using a standard, open interface to a popular database server. This eases on system training and administration costs.	Not Available	Yes
Based on SQL Server 7.0	Report information is logged to the customer's SQL server database.	Database administration is using a standard, open interface to a popular database server. This eases on system training and administration costs.	Not Available	Optional, Reports are licensed on the EIC. Interaction Reporter Enterprise does not come with ACD reports. Interaction Reporter Enterprise and ACD includes the ACD performance reports.
Oracle reporting	Report information is logged to the customer's Oracle server.	Database administration is using a standard, open interface to a popular database server. This eases on system training and administration costs.	Not Available	Optional, Reports are licensed on the EIC. Interaction Reporter Enterprise does not come with ACD reports. Interaction Reporter Enterprise and ACD includes the ACD performance reports.

Feature	Description	Advantage	Standard	Premium
Basic logging to CSV files	CSV logging is logging of call detail only to csv format. These files role information over every x days where x is configurable. CSV logs can be imported into Excel for call detail reporting in Excel. There is no additional charge for this option.	Basic call detail allows you to track information back to users. This increased tracking means greater productivity by users and decreases costs of employee long distance and such.	Not Available	Yes
ACD reports such as queue performance	ACD reports include workgroup queue performance, agent performance, abandon call reports, call profile reports, DNIS reports, etc.	Enhance customer service through greater management activity information. Use activity and performance information to evaluate staffing, break times, system management, etc.	Not Available	Optional, On EIC Reports Page Enterprise and ACD Add-on, also comes also with the Interaction Supervisor™ license

Multi-site Presence Management

Feature	Description	Advantage	Standard	Premium
Multi- site presence management	Presence information is passed in real-time to alternate servers. All users may view on phone, in a meeting and other status information about users on different servers.		Not Available	Yes
Multi-site replication of user profile information	Some user information is passed to alternate servers such as user name, security, and extension number		Not available	yes
Multi-site dial plan	The dial plan allows all users to reach extensions of other users on alternate servers		Not available	yes
Multi-site reporting	Reports may be run for multiple sites or a single site		Not available	yes

Interaction Tracker

Feature	Description	Advantage	Standard	Premium
Automatic tracking of inbound calls to a customer account	Turn on automatic tracking to match a customer account to the inbound callerID		Not Available	Yes

Feature	Description	Advantage	Standard	Premium
Match on specific caller name or organization	Matching callerID in Tracker can track call to the organization, site, or individual person at an organization			
Presents matching information to user when new call arrives	If there is not a match in the database or there are multiple entries for a given customer or name, the EIC user will be presented with the choices or the ability to enter a new entry			