

Bringing proven solutions together for a truly unified communications solution

Polycom and the Customer Interaction Center

The Customer Interaction Center™ (CIC) from Interactive Intelligence integrates with a variety of Polycom desktop and group systems solutions. Developed on the SIP protocol, the joint solution provides a customer with a fully tested and seamlessly integrated unified communications (UC) solution. Each release of Polycom equipment and firmware is validated by the Interactive Intelligence testing organization and results are posted to our validation web site www.testlab.inin.com.



Key Features

Offer multichannel contact options for customers

- Calls, faxes, email, web chat, SMS, online forms, social media; CIC handles all types of communication the same way with built-in monitoring and end-to-end reporting to ensure quality for every interaction.

Provide consistent, “team wide” service

- With CIC’s desktop client and multichannel queuing, agents provide service in a consistent manner no matter which communication channel.
- Enhanced enterprise collaboration options through CIC’s tight integration with Microsoft Lync.

Centralize and scale with a standards-based all-in-one platform

- Replace multi-point system infrastructures and centralize configuration, administration, and reporting. Scale from 25 to 5,000 agents. And because the CIC software is inherently architected on the SIP standard, moving to VoIP is easy.

Polycom Interoperability

- CIC natively supports a wide variety of Polycom® SoundPoint® IP, Polycom® SoundStation® IP and Polycom® VVX® Business Media Phones.
- CIC also supports Microsoft Lync™, further extending support to the Polycom® CX Series Phones.

All the tools you need to make Customer Service a competitive weapon

Qualifying Questions

Do you need a single-platform, unified all-in-one IP communications solution designed to reduce overall costs and simplify administration, customization and reporting?

Would you like the option to deploy the solution on-premises or via a cloud-based communications-as-a-service delivery model with the ability to migrate from one to the other with no need to rewrite applications, retrain employees, or source new vendors?

Do you want open, software-based architecture for maximum flexibility and interoperability, while allowing for cost-effective growth?

Would you like a broad set of multichannel applications for your contact center and enterprise to help leverage your overall investment?

Why Choose Interactive Intelligence?

Interactive Intelligence delivers UC software and cloud services that allow our customers to provide exceptional service experiences to their customers.

As a consistent driving force behind the development of new business technologies, Interactive Intelligence's "first-to-market" approach has made it a leading innovator. Experienced in developing business communications solutions since 1994 and backed by more than 5,000 global customers, Interactive Intelligence brings the maturity required to satisfy the most diverse enterprise requirements, including those of multinational organizations.

Interactive Intelligence helps customers improve operational efficiencies, reduce costs, increase revenue opportunities, and ensure investment protection through its all-in-one, standards-based communications software suite and comprehensive global services.

Key Differentiators

History of Innovation

- Single, all-in-one platform
- Standards-based
- All-software
- Breadth of applications
- Premises or cloud-based

Easy Deployment and Support of Polycom solutions

- Validated compatibility
- Auto provisioned install
- 3 year warranty
- 24x7 support plan options
- RMA replacements ship in 8 hours

Learn More

To learn more about how Interactive Intelligence and Polycom can help your organization, visit us at www.inin.com and www.polycom.com.

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