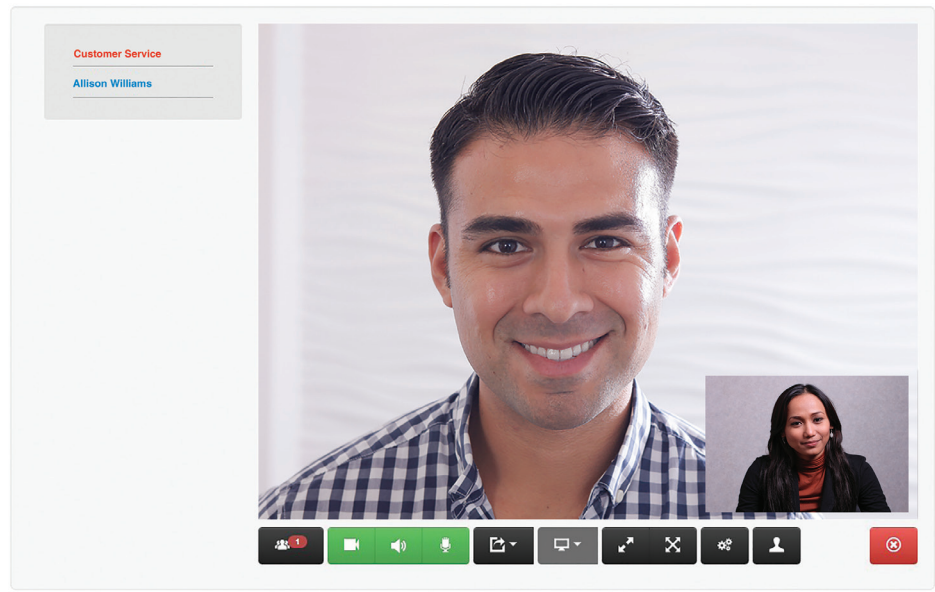




VidyoWorks Solution

VidyoWorks & Interactive Intelligence A Higher-Quality Customer Engagement



Escalate text chat or voice to a video conference

Share screens and applications in real-time

Add participants, transfer, record, and log video sessions

“Now that members and case managers can literally see and be seen, we’ve reduced the cost of care while ensuring better outcomes for our members.”

— Health benefits organization using the VidyoWorks + CIC solution

According to the 2013 *Multichannel Metrics Survey* by Contact Center Pipeline, only 5.4% of all respondents have deployed a video collaboration option. Why so few? IT managers complained of cost, complexity, and an inability to scale. Agents feared inconsistent quality and dropped calls. And callers themselves didn’t yet feel at ease with the technology.

Today, however, most consumers already own at least one video-capable device, like a laptop, smartphone, or tablet. They share 700 videos on Twitter every minute, and watch 6 billion hours of video on YouTube each month. The universal refrain: don’t just tell me, show me.

Thanks to a VidyoWorks™ API integration by Interactive Intelligence’s Professional Services Organization, you can now add high-quality, multi-party video as an interaction option to the Customer Interaction Center® (CIC) all-in-one IP communications software suite. Callers and agents can see and be seen, share content, and even invite additional participants to the conversation.

The VidyoWorks platform powers the world’s biggest and best-performing collaboration solutions, including Google+ Hangouts, Philips Healthcare solutions, and Vidyo’s self-branded conferencing solutions. Supported by a highly-scalable architecture and featuring exclusive dynamic adaption technology, VidyoWorks solutions benefit from outstanding quality and exceptionally low operating

expenses.

Solution Benefits and Use Cases for VidyoWorks + CIC

The **VidyoWorks integration with CIC** offers far better quality than you may have experienced with less capable “video chat” products. With HD resolution for both people and shared content, the integrated solution lets you:

- Quickly establish a personal relationship with callers
- Gracefully introduce additional participants to the conference
- Show clear examples of complex procedures and ideas
- Protect sensitive and valuable material with restricted and private channel options
- Make decisions informed by caller’s visible body language and demeanor

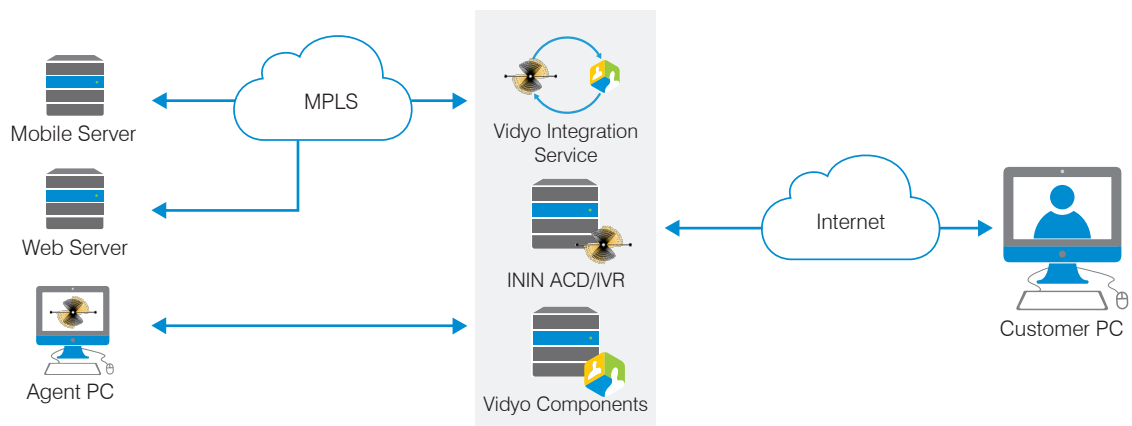
VidyoWorks + CIC makes possible new use cases benefit from the richer interaction and higher engagement delivered by a face-to-face call:

- Insurance: Remotely assess damage with video from a mobile device, and add recorded video to the customer record
- Technical Support: See examples of the caller’s problem and show solutions
- Training: Demonstrate complex procedures and visually assess the caller’s comprehension
- Sales: Engage a caller face-to-face to establish a trusted relationship and observe a caller’s reactions to options and opportunities
- Healthcare: Connect caregivers and specialists with remote and at-home patients

Solution Components

Deployment options include on-premise, hosted, and hybrid designs, and scale to support thousands of concurrent video calls. System requirements include:

- CIC 4.0 SU2+
- Interaction Mini Client for agent desktop, **created and integrated with the VidyoWorks API platform** by Interactive Intelligence’s Professional Services Organization
- Vidyo infrastructure components (physical or virtual appliance) and licensing



Get Started Today

To learn more about Interactive Intelligence CIC, please visit www.inin.com.

For **VidyoWorks + CIC solution options** and pricing, please contact your Vidyo sales representative.

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