

Interaction Supervisor

Next-level Monitoring for Communications & Interactions

INTERACTIVE INTELLIGENCE

Communications are the heartbeat of your organization,

and properly routing and handling communications in a timely manner is critical to improving business operations. And customer satisfaction.

But monitoring multimedia interactions—as well as the communications system events behind them—takes effective tools. Because as any contact center supervisor, departmental manager or executive will tell you, peak performance requires knowing what's happening in every corner of a business operation at all times. In real-time.

If not, customer interactions and potential revenues can be ravaged by poor decisions when operational data isn't immediately available to the decision-makers who need it most.

Interaction Supervisor is a comprehensive monitoring solution that takes the monitoring features of Interactive Intelligence products another step. By transforming real-time system, workgroup and queue statistics into readily viewable graphs and tables, Interaction Supervisor summarizes activities throughout both your communications system environment and the interaction process.

Interaction Supervisor also displays every statistic in one place with its well-defined graphical interface and views that include:

- **Workgroup Views** for Members' status, Time-in status and Logged-in state plus Workgroup and Queue statistics
- **Workgroup Overview Views** to monitor multiple workgroups in one simultaneous view
- **Graph Views**, which display vertical and horizontal bar charts and line graphs for any workgroup or queue statistic outlined in a Workgroup View

Executives can even appreciate Interaction Supervisor for its bottom line benefits. By putting operational statistics at the fingertips of executives, managers, system administrators and contact center supervisors alike, Interaction Supervisor lets you actively:

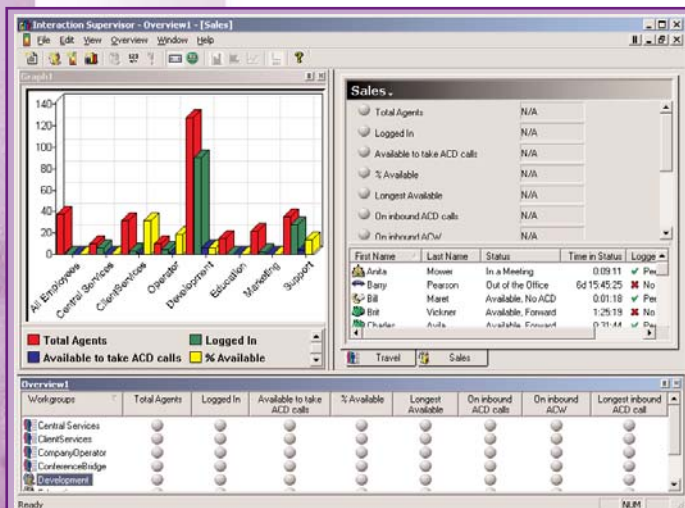
- **Improve interaction control** with real-time data for immediate, well-informed decisions
- **Maximize management efficiency** via Supervisor's customizable alerts and tray icon indicator for quick alerts without having to open the Supervisor application
- **Enhance agent/employee performance and productivity** by monitoring queue summary statistics, and with alerts when pre-determined performance goals aren't being met
- **Increase customer satisfaction**, plus revenues each time customers come back
- **Reduce operations costs** with a single, affordable management application

Flexible Views

The Interaction Supervisor user interface incorporates a dockable framework that:

- Allows multiple views to be viewed simultaneously or in a tabbed workbook window
- Includes a standard Windows®-style toolbar and menu
- Offers standard Tile, Cascade, and Icon views
- Provides a custom docking button and menu in the title bar of all windows
- Maintains persistent window settings

Real-time statistics. All-in-one views. Interaction Supervisor.



Display all three Interaction Supervisor view types at the same time, including Workgroup, Workgroup Overview, and Graph

Complete Supervision in One Place

Customer-centric organizations can have so much going on it's hard to keep track. Interaction Supervisor provides the real-time statistics managers, contact center supervisors and executives need to keep operations at their highest possible levels.

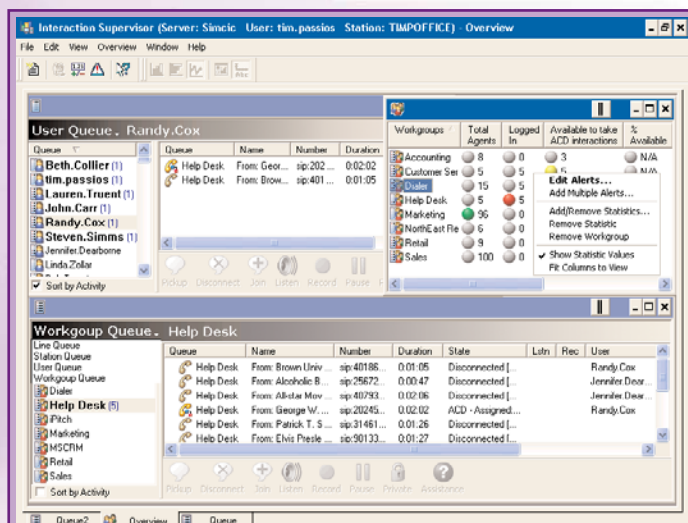
But Interaction Supervisor goes one better. It displays statistics for every workgroup and queue in easily viewed graphs and tables—letting users make informed, split-second decisions based on real-time data displayed in views of their choice.

Workgroup View

The Workgroup View is similar to the *Interaction Client*® tab for Workgroups, but includes queue statistics and lets users determine which statistics are to be displayed.

Workgroup Overview View

A Workgroup Overview View allows users to easily see multiple workgroups and statistics in one view, and to choose which workgroups and data are to be displayed.



Interaction Supervisor's Workgroup Overview View (top section) comprehensively displays real-time system monitoring and contact center views for Station, Workgroup, User, and Line Queue data

Graph View

Graph Views display real-time graphs with controls for vertical and horizontal bar charts as well as line graphs. Graph any workgroup statistic outlined in the Workgroup View, or utilize a standard or detailed graph legend and graph tips. Managers, contact center supervisors and executives with the appropriate permissions can create graphs based on a variety of statistics.

Alert Customization / Notification

In much the same way alerts are set in the Interaction Client, Interaction Supervisor allows users to configure alerts for any statistic created within the Interaction Supervisor application, such as workgroup, queue and other statistics. Users can define their own "follow" alerts in Interaction Supervisor, with notification settings for sound, icon/graphic, custom notification (defined via custom handler) and even an e-mail notification.

Also because coaching agents and effectively managing contact center operations requires keeping an eye out for exceptions, Interaction Supervisor lets decision-makers create and centrally manage alerts on any viewable statistic.

Tray Icon

The tray icon in Interaction Supervisor shows the worst-case alert and gives managers, contact center supervisors and executives a quick indicator of alerts without having to open the Supervisor application. Simply activate alerts from Supervisor's tray menu and click on the tray icon to view all active alerts.

Communications Supervision Just Got Easier

Overseeing business communications can test even the most experienced manager, system administrator and contact center supervisor. These jobs require decisions made in seconds or minutes—always depending on statistics that are available immediately. But no data can do its job if not effectively organized and displayed. Interaction Supervisor does just that by displaying real-time communications statistics in easy-to-view graphs and tables. Views and displays that keep executives more informed ... and make any manager or supervisor's job a lot easier.

HOWARD[™]
TECHNOLOGY SOLUTIONS

888.912.3151
601.399.5077 (fax)
www.Howard.com