



Release Notes

For

Interactive Intelligence Customer Interaction Center® (CIC™)

Version 3.0

Abstract

This document summarizes new features in Interaction Center 3.0 and Service Updates SU1 through SU9.

A complete list of new features in each service update is available in the *New Features* document on the Interactive Intelligence Support site at:

<https://my.inin.com/support/products/ic30/Pages/Service-Updates-The-Latest-IC-3.0-SU.aspx>

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Table of Contents

New Features in IC 3.0	7
Installation Enhancements	7
Group Policy Deployment	7
Installation Media	8
Interactive Update	9
New Interaction Web Client	9
Interaction Client Enhancements	10
Response Management	10
Enhanced .NET Client Functionality	11
New Interaction Voicemail Player Application	11
Faxing Functionality with the .NET Client Edition	11
Status Filter by Workgroup or Role	12
Windows Call Control Toolbar	13
Retirement of the Win32 Client	13
Integration with Internet Explorer	13
Integration with Unified Messaging Platforms	14
Security Enhancements	15
Network (IP) domain connection security	15
SIP messages and audio (RTP) security	16
User connections	16
E-mail Security	17
Password Generation	17
Recording Encryption	18
Use of SIP/TLS Cipher Suites	19
SIP Enhancements	20
New SIP Soft Phone	20
SIP Phone Provisioning	21
Via Routing	21
Interaction Attendant Enhancements	22
E-mail Routing	22
Smarter Paste Operations	23
Changes to <i>Transfer to an External Number</i> Node	24
Interaction Recorder Enhancements	24
Automated Archiving	24
Scoring Enhancements	24
Interface Enhancements	25
Purging by Category	25

Encrypting Calls – Interaction Recorder Selector	25
Screen Recording Enhancements	25
E-mail Enhancements.....	26
Routing E-mail to Individual Users	26
Monitoring E-mail Interactions in Interaction Supervisor.....	26
New GroupWise Connector	26
Reporting Enhancements	27
Interaction Report Assistant.....	27
New Historical Reports	28
Speech Enablement.....	28
Interaction Mobile Office Improvements	28
Integration with Loquendo's Speech Recognition Engine.....	28
Interaction Supervisor Enhancements	28
Interaction Tracker Enhancements – Timesheet Reporting.....	29
New Public API - IceLib	29
Greater Scalability and Performance.....	30
Dialogic HMP 3.0 Support	30
New Interaction Media Server Features	30
Interaction Administrator.....	30
New Features in SU1	31
Change Password Feature for Users.....	31
Personal Rules for Outbound Calls	31
Windows Authentication Option for Web Client Logons	31
Enhancements to the Transfer Dialog	32
Advanced Options for Polycom Phones	33
Documentation Feedback Feature	34
New Features in SU2	35
Option to Use Windows Authentication Credentials when Creating/Upgrading Database.....	35
Support for TrueSpeech Codec on Vista	35
Support for G.726 ADPCM Audio Format in Media Server	35
IceLib API Exposure of Tracker User Rights.....	35
Issue with Calls Not Being Populated in Call History Tab Fixed.....	35
New Features in SU3	36
Support for Integration to Microsoft CRM 4.0.....	36
New Polycom Phone Features/Support.....	36
VoiceXML Support	36
Support for RFC3264 Hold.....	36
Support for Urgent Voicemail Message in RFC3842.....	36

Interaction Optimizer “My Schedule” Tab Enhancements	37
Interaction Recorder After-Hours Support	37
Soft Phone QoS Support	37
Interaction Supervisor Enhancements	37
New Features in SU4	38
IC Business Manager.....	38
Interaction Feedback	38
Interaction Optimizer Schedule Administration	38
Interaction Optimizer Group Activity Scheduler	39
Interaction Client Mobile Edition.....	39
Interaction Center Integration to Office Communications Server 2007	39
IC Status Aggregator	40
Audio File Playback Speed Control on HMP Systems	40
Option to Hide Disconnected Interactions from View.....	40
Phone-Only Option for DND Function on Polycom Phones.....	40
New Features in SU5	41
Phase 1 of Play Support with Media Server.....	41
Support for Quality of Service Policies with DSCP	41
Polycom SIP Firmware Version 3.1.2	41
e-FAQ Integration into the .NET Client.....	41
New Features in SU6	42
New Action Items in Attendant: Play Info and Remote Data Query.....	42
Emergency Call Alerting to xIC.....	42
Interaction Supervisor Fax Statistics Modified.....	42
Optimizer Intraday Monitoring Feature.....	42
New Interaction Tracker Features.....	43
Microsoft Office Communications Server 2007 R2 Support	43
Media Server Play and Input Support.....	43
Allow Enabling QoS on the Notifier Connection to the IC Server.....	43
Single Party Record Support in Media Server	43
Support for Random Start Location for Defined .WAV File Sources (in-queue audio)	44
HTTP Access to Media Server Resource Files	44
New Features in SU7	45
Media Server Support for Silence Detection and Barge-in	45
Speech Recognition: Support for “Hotword” Barge-ins	45
Interaction Mobile Web Client Application	45
Support for SoundPointIP 321 and 331.....	45

Interaction Administrator Web Edition.....	46
Support for HTML E-mail	46
Custom Client Button for Messaging	46
New Features in SU8	47
Interaction Process Automation.....	47
New Interaction Recorder Client Module.....	47
Change to Location of Diagnostic Packet Captures and Diagnostic Recordings of Media Server and Soft Phone	48
Agent Schedule Preferences for Interaction Optimizer	48
Intraday Reforecasting for Interaction Optimizer	48
Service Level and ASA Added to Intraday Monitoring.....	48
Support for Polycom Soundpoint IP 335	48
Support for Windows 7 (64-bit)	49
New Features in SU9	50
Interaction Recorder Extreme Query Component.....	50
Access Restriction for Web Configuration Pages	50
Polycom: Expose “Use 486 on Reject” Setting	50
Support for Listening on Outgoing E-Mails	50
Call Waiting Tone Support for Advanced Media Server Operations	50
IC Server SU Install Now Verifies Licensing	51
Comparison of Features.....	51
New Features Document	51
Change Log	52

New Features in IC 3.0

Installation Enhancements

Most of the IC 3.0 installation programs have been converted to Microsoft Windows Installer. The benefit to customers is simpler, uniform installation programs, and the ability to deploy the installation programs via network policy.

Workstation installation programs are now grouped by role for easier deployment. You can choose which components to install.

- IC User Applications – Interaction Client, Interaction Fax, Interaction Voicemail Player, SIP Soft Phone, etc.
- IC Business Manager Applications – Interaction Supervisor, Interaction Recorder Client, Fax Cover Page Editor
- IC Server Manager Applications – Interaction Administrator, Interaction Attendant, Interaction Designer, etc.

Group Policy Deployment

IC administrators may prefer to silently install IC client workstation applications using Group Policy deployment, instead of performing individual installations on hundreds of workstations. In a Group Policy deployment, users do not see any windows or enter any input during the installation. Once the group policy is created, it is applied the next time that users log on to their workstations. The Installing IC Applications Using Group Policy Deployment technical reference in the IC Documentation Library describes how to create and deploy a base installation package with the default feature components and default directory location to specified users for the IC User Applications, IC Business Manager Applications, and IC Server Manager Applications installation program (.msi) files.

If you want to specify different feature components and/or default directory, you can customize the base installation package by creating and applying a “transform” file (.mst) containing the desired changes. The changes are applied at the same time that you deploy the installation package.

Installation Media

Interactive Intelligence partners receive the IC 3.0 DVD disc as part of the IC 3.0 product package. Depending on the circumstances of the implementation, you may choose to install IC 3.0 using any of the following methods:

- Install directly from DVD.
- Copy the entire contents of the DVD to a USB key and then run the installation from there.
- Connect a portable DVD drive to the IC Server via a USB port and then run the installation from there.
- Copy the entire contents of the DVD to a local directory on the IC Server and then run the installation from there.

Always perform your installations from the **autorun.exe** application from the root directory. When you insert the DVD in the IC Server, autorun.exe launches automatically. If you perform the installation from a USB key or other installation media, you must manually run autorun.exe

From the IC 3.0 DVD interface, you can access the **New and Upgrade Installation Task Lists**. Not only do these Task Lists serve as a convenient reminder for various IC Server installation scenarios and considerations, they also guarantee that included .msi files are launched with appropriate parameters to ensure installation tracing.

USB Key Installations

- We recommend using USB 2.0 or greater ports on your server. If you do not have USB 2.0 or greater ports, copy the contents of the key to a directory on the local hard drives before running the installation to improve performance.
- Partners can check the Interactive Intelligence Web site at <http://www.inin.com/support/ic30/index.asp> for information on keeping a USB key current with the latest installation software versions as updates are released to the IC 3.0 product.

Interactive Update

Interactive Update is a new feature similar to the Microsoft Update process. It alerts resellers and direct customers when an Interaction Center Service Update is available, and provides detailed information about the contents of the Service Update.

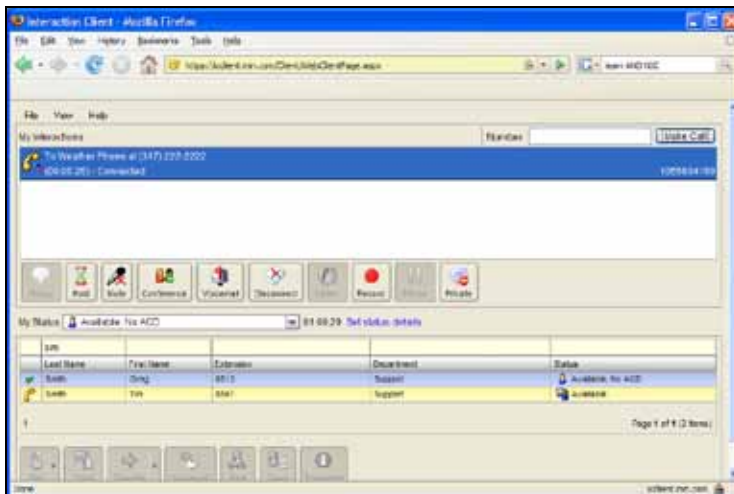
Interactive Update can be used in automatic or manual mode.

- Automatic mode - In this mode, Service Updates are downloaded and installed at a specified interval and time.
- Manual mode – In this mode, the system administrator can choose to have Service Updates downloaded and choose when to install them, or to just be notified when Service Updates are available and choose when to download and install them.

A future update will enable the system administrator to configure how Service Updates are downloaded and installed via a web browser, reducing the time spent on server maintenance.

New Interaction Web Client

For users who simply want to connect with a browser-based application, or who are using Macintosh or Linux machines, Interaction Client Web Edition enables them to perform all the standard call control operations in an intuitive interface. This first release of the Web Client handles calls only, and does not offer a voicemail player or fax viewer. We will add more functionality to the Web Client in a future release.



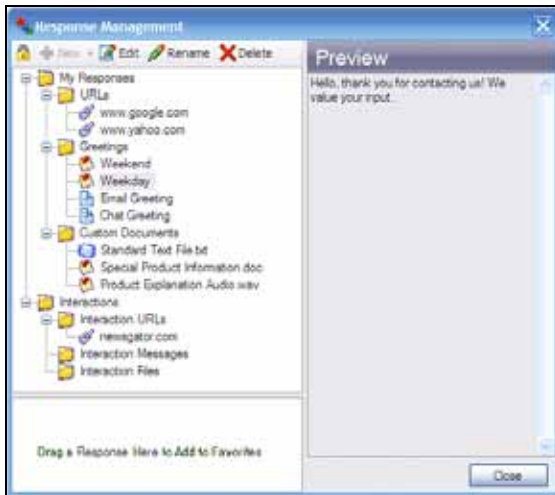
The new Interaction Web Client interface

Interaction Client Enhancements

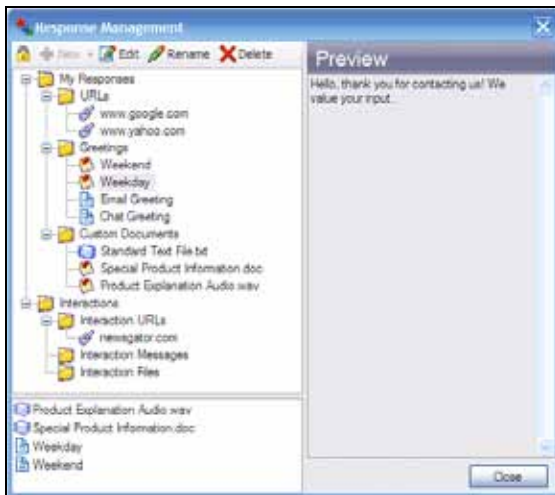
The Interaction Client includes several new enhancements, as described in the following sections.

Response Management

Users of ACD routed email and web chat find that utilizing saved greetings, closings, and standard responses to common questions can significantly boost their productivity. In IC 3.0, the .NET Client offers a Response Management interface to manage stored responses. Responses to be used by a team can be added through Interaction Administrator. Agents can create and use personal responses such as saved text, Internet addresses (URLs), and pointers to files on their systems. These personal responses are private and are not available to other Interaction client users. Agents can also keep a short list of their most-used, favorite responses. Favorites are available on a tab next to the web chat and email dialog box to enable easier access.



Drag and drop addition of responses to your favorites list



The Response Management Interface with Favorites speeds up response times

Enhanced .NET Client Functionality

Over time, we have added many features to the .NET Client. In 3.0, a popular feature in our older Win32 Client, Dial on Behalf of Workgroup, was added to the .NET Client. Dial on Behalf of Workgroup allows outbound calls to be tracked as workgroup-based interactions.

New Interaction Voicemail Player Application

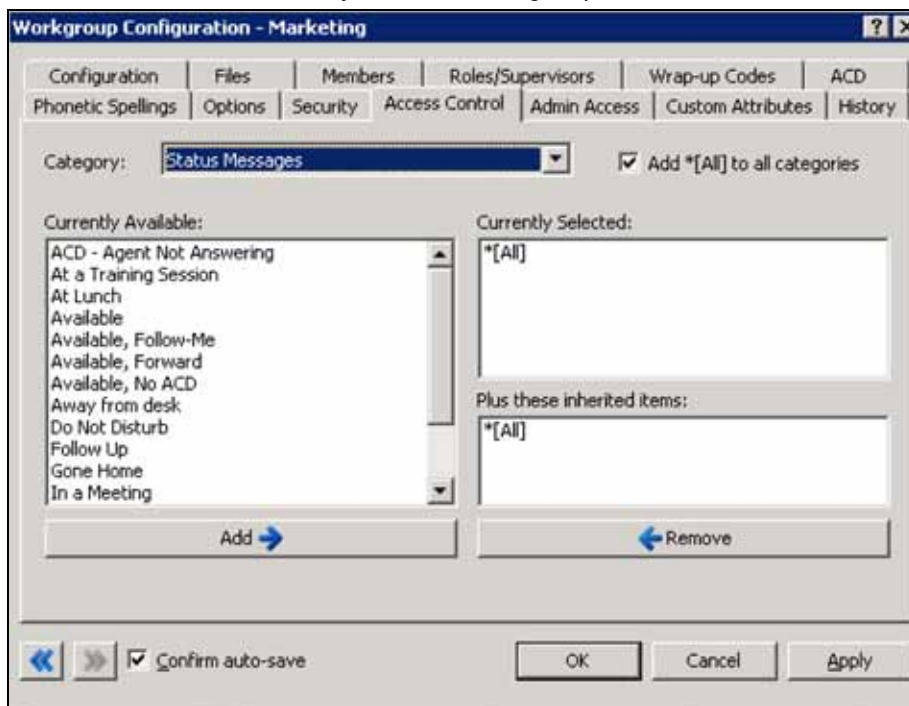
In the .NET Client, we now have a new voicemail player that should eliminate connectivity problems customers experienced with the Win32 player. One feature will be added in a post-3.0 Service Update to the player: the ability to prepend a comment to a voicemail.

Faxing Functionality with the .NET Client Edition

You can now display a list of all faxes delivered to your e-mail account. You can view the details of when a fax was received and also open the fax for viewing or editing from inside the .NET Client. This new Fax Viewer List does not contain every fax feature that was available in the Win32 Client Edition. Additional fax functionality will be added in Service Updates to IC 3.0.

Status Filter by Workgroup or Role

Status Filtering enables groups to specify particular presence statuses as being available only for discrete groups, such as departments within an organization, groups of contact center users, or business users. Time reporting based upon time in status can now be used in new ways for different groups.

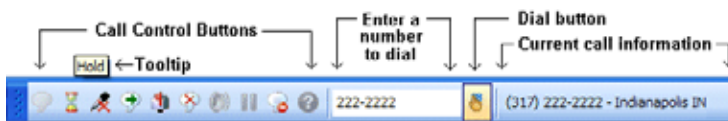


Filtered statuses can be configured by workgroup or by role

Windows Call Control Toolbar

The Windows Call Control Toolbar (WCCT) is taking the place of the Microsoft Office Call Control Toolbar plug-in for the IC 3.0 release of the Interaction Client .NET Edition (ICNE) and Interaction Client Outlook Edition (ICOE). The new toolbar is ideal for users who want a minimal interface during their workday.

The toolbar has the same buttons as the Office Call Control Toolbar, plus a field where users can enter a phone number to dial and place a call. Because the WCCT uses remoting to talk to the Interaction Client and place the call, this functionality is only enabled when a user is logged in with the ICNE or ICOE.



Retirement of the Win32 Client

The Win32 Client is not included in IC version 3.0. Since the introduction of the .NET Client Edition in May of 2005, we have been rapidly enhancing it. With the release of IC 3.0, almost all Win32 features are available in the .NET client, and a number of new features are only available in the .NET client.

From a technical standpoint, the .NET Client uses significantly less bandwidth, which allows our customers to scale higher, and removes a barrier to VoIP deployment. It is more tolerant of intermittent network connectivity, making it more resilient at many sites. It is also based on a more versatile technology which enables us as a vendor to better meet our customers' growing needs.

Integration with Internet Explorer

The new Internet Explorer integration provides context-based dialing. When highlighting text in Internet Explorer, a phone icon appears which enables the user to dial directly from the browser page.

Integration with Unified Messaging Platforms

Users of Communi   and Exchange 2007 may configure either to act as their unified messaging application with out-of-the-box configuration settings in CIC. The integration diverts the call to the Unified Messaging server after receiving a “ring no answer” from the CIC user.

Station Type

Station Type: Bus-Device Fax
Remote Station
Stand-alone Fax
Stand-alone Phone
Unified Messaging
Workstation

Unified Messaging Provider:

Unified Messaging | Custom Attributes | History
Workgroups | Roles | Password Policies | ACD
Phonetic Spellings | Options | Security

Select the station template that will be used for the new station or create a new station from scratch.

Station Template: _____

☒ Fax Capability

Unified Messaging
Destination: IC Server
Advanced Options...

< Back Next >

Configuration of a Unified Communications Server within Interaction Administrator

Security Enhancements

Starting in IC 3.0, the IC server(s), along with all remote IC subsystem servers (e.g., Interaction Media Server, ASR server, Audio Compression server, etc.) as well as client workstations, use public-key (asymmetric) cryptography and a form of a public-key infrastructure (PKI) with certificates to validate every connection. That means subsystems running on the IC server use this scheme to validate on-host subsystem connections as well as all remote subsystems connecting to the IC server. Most of this validation is transparent to IC administrators and requires no (or minimal) configuration.

Network (IP) domain connection security

To ensure that each remote subsystem or application that connects to the IC server is properly recognized and authenticated, IC uses the Secure Sockets Layer (SSL) protocol and public/private digitally signed certificate keys in these conditions. This system virtually eliminates the potential for rogue applications and untrusted servers to access the IC server.

This type of security involves ensuring programs on the network are authorized to connect to the Interaction Center server and that the IC server (or other IC add-on servers) are validated (cannot be spoofed) when connecting to other servers or workstations or devices on the network.

- Remote subsystem connections (e.g., ASR servers, Audio Compression servers, Media Servers, etc.) to IC servers all use SSL protocol to transfer messages.
- As part of the SSL communication, all remote subsystem connections also use public key encryption and digitally signed certificates to validate the connections between subsystems and IC servers.
- Applications (e.g., Interaction Administrator, Interaction Supervisor, Interaction Designer, etc.) continue to use IC or NT account credentials to connect to the IC server and now use a client and trusted certificate to authenticate the IC server's connection with the workstation via SSL.
- The IC certificate authority and signed certificates installed by default require little or no configuration. If you wish to use your own Server Group certificate as the certificate authority, you can import this in Setup Assistant. You can also import your own Line Authority Certificates and configure the system to use them in Interaction Administrator.

SIP messages and audio (RTP) security

This type of security involves encrypting the (SIP) messages that IC uses to control calls and connections between various devices. Encrypting these messages via Transport Layer Security (TLS) provides an inexpensive layer of security with little overhead that prevents call control from being intercepted and prevents attacks on audio devices. If you desire additional security to ensure audio cannot be intercepted or listened to, you can specify SRTP (Secure RTP) audio protocol and even the audio transmissions will be encrypted.

- You can optionally configure SIP lines to use TLS to securely transport SIP messages between IC servers and SIP endpoints. This uses public key encryption and digitally signed certificates.
- You can also optionally configure encrypted audio using SRTP between devices that support SRTP, including gateways and some SIP hard phones and the SIP Soft Phone that can be installed on client workstations.
- Sites that use Voice over IP (VoIP) and SIP messages and that want to use secure audio between endpoints must acquire the IC Advanced Security feature license in order to enable TLS and SRTP on SIP lines.
- The default line certificates and default line authority certificates are automatically installed and require minimal configuration. If you want to use your own certificate authority for SIP lines and connected devices, you can import these certificates via Interaction Administrator.
- Polycom phones can be provisioned and automatically loaded with the appropriate certificate authority to validate connections when using TLS and SRTP on the phone.
- You can specify which cipher suites to use for encrypting SIP messages when using TLS on the SIP lines.

User connections

- Users of most IC business manager and administrative applications connect to the IC server by authenticating with their IC or NT account user name and password. Once authenticated, each IC application will automatically (and invisibly) request and be given a trusted certificate, which is used to authenticate connections from the IC server.
- Users of the Interaction Client .NET Edition, Outlook Edition, and Web Edition do not use these certificates because they connect directly to the Session Manager subsystem, which in turn uses a secure connection to the Notifier subsystem on the IC server.

E-mail Security

IC supports two types of e-mail security solutions: SSL/TLS and S/MIME.

- SSL/TLS: Protects e-mail transmissions between the IC Server and the e-mail server. A “server certificate” for the e-mail server is required.
- S/MIME: Provides e-mail message encryption, integrity, and authentication between senders and recipients. This requires e-mail certificates issued to individuals, and if encryption is used, private keys, and is for highly security-sensitive e-mail users only.

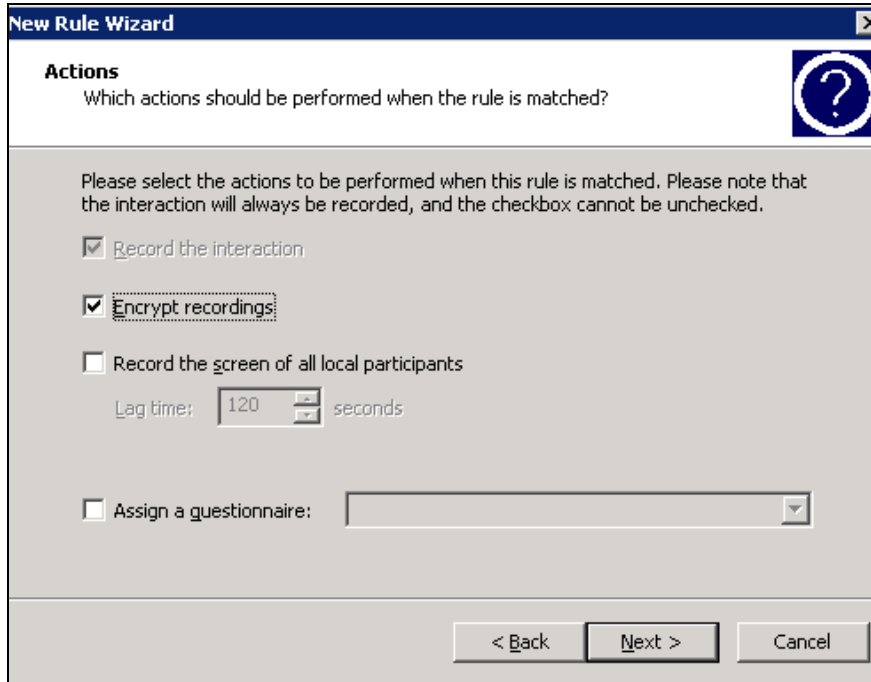
Administrators may choose to implement one or both of these e-mail security solutions.

Password Generation

In IC 3.0, System Administrators can generate random passwords for users. This improves overall security.

Recording Encryption

In 3.0, Interaction Recorder enables system administrators to configure rules for encryption of selected recordings.



New Rule Wizard

Actions

Which actions should be performed when the rule is matched?

Please select the actions to be performed when this rule is matched. Please note that the interaction will always be recorded, and the checkbox cannot be unchecked.

- ☒ Record the interaction
- ☒ **Encrypt recordings**
- ☐ Record the screen of all local participants

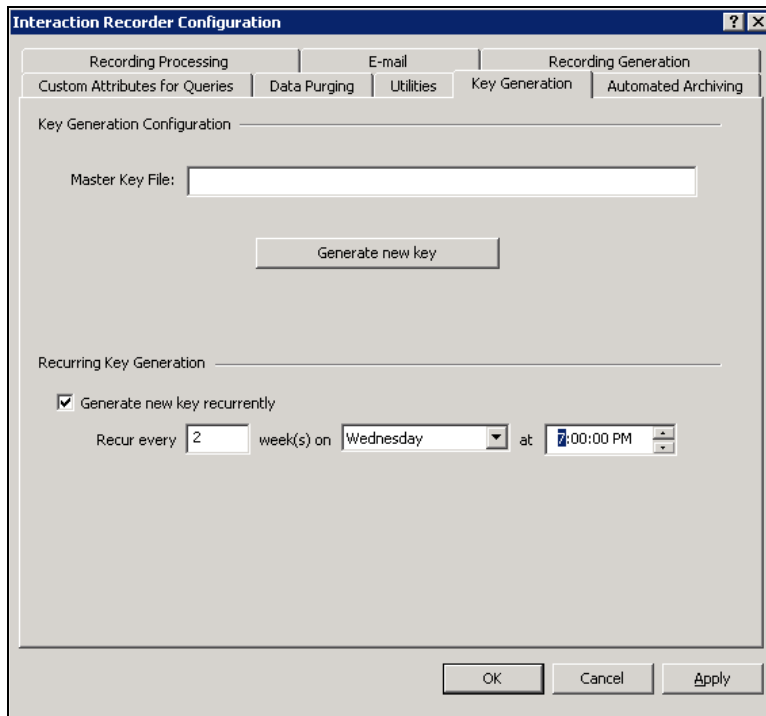
Lag time: seconds

☐ Assign a questionnaire:

< Back Next > Cancel

System Administrators can configure rules to encrypt recordings

The encryption extends security further for organizations dealing with sensitive data, such as credit card or healthcare information.



Encryption of recordings will strengthen confidentiality of customer data

Use of SIP/TLS Cipher Suites

Interaction Administrator now allows a system administrator to enable weaker SIP/TLS ciphers if a network has SIP/TLS devices that will not support IC's stronger, default Advanced Encryption Standard (AES) ciphers.

SIP Enhancements

New SIP Soft Phone

With IC 3.0, we introduce our new SIP Soft Phone, intended for those who would like to use Interaction Client and a USB headset instead of a SIP hard phone. The new SIP Soft Phone was designed to improve the audio quality and user experience, and features a simplified login process. Ideal for both those working on the road and those working within an office facility, the SIP Soft Phone supports QoS and allows users to select a compression codec when on the road in low bandwidth locations. For security conscious organizations, the SIP Soft Phone also supports the use of SRTP to encrypt the audio stream.

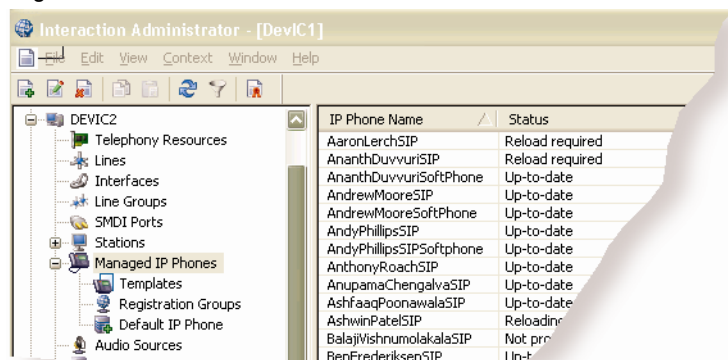


The new SIP Soft Phone works with the .NET Client or can be used with a basic call control interface

SIP Phone Provisioning

To reduce initial implementation time and ongoing maintenance work with SIP phones, IC 3.0 introduces a provisioning subsystem on the IC server that manages the configuration of all SIP phones, including both physical IP (Polycom) phones and the IC SIP Soft Phone. The provisioning subsystem not only manages the IC features available on each phone, but it can also update the firmware and manage resetting the phone as needed.

In Interaction Administrator, the Managed Phones container holds all SIP Soft Phones and all Polycom phones created by the IC Provisioning subsystem. It also contains templates to create new managed phones and the SIP stations associated with each, as well as Registration Groups for organizing phones according to the sources of registration data.



The Managed IP Phones container holds SIP Soft Phones and Polycom phones

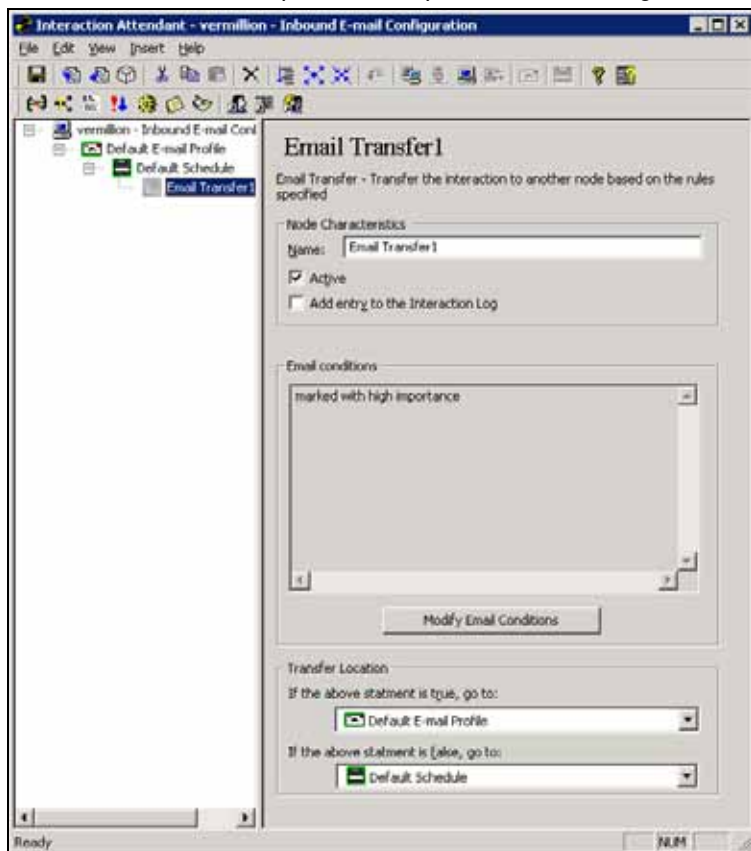
Via Routing

Via Routing enables SIP sites to configure routing based upon the originator of the SIP traffic. It simplifies configuration of gateways and other devices in complex environments and ensures that traffic is routed as efficiently as possible.

Interaction Attendant Enhancements

E-mail Routing

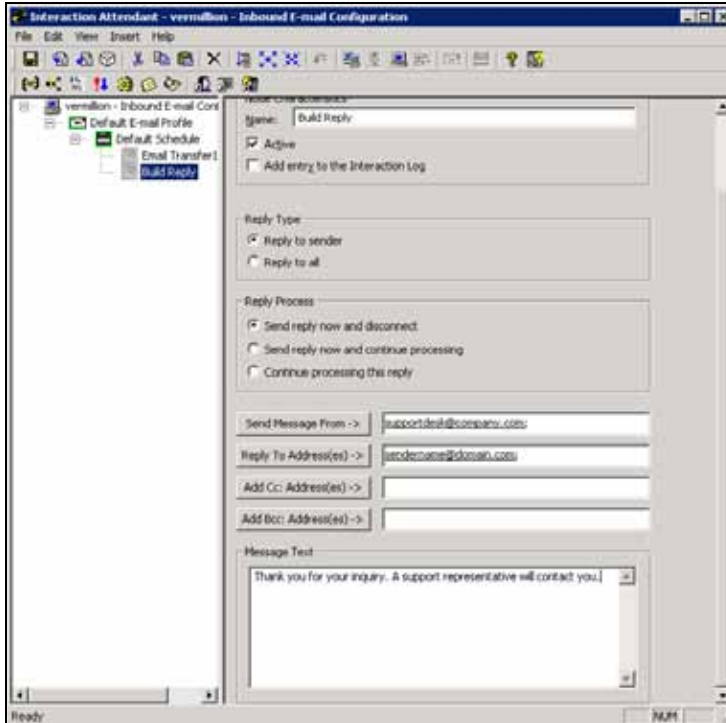
Interaction Attendant, when used with CIC, now processes e-mail interactions in addition to phone calls. To make e-mail routing easier to implement and maintain, Interaction Attendant includes an e-mail routing rules feature so contact center supervisors can build simple routing rules based on the sender's address or domain, or based on words or phrases used in an e-mail. The e-mail routing feature allows a contact center to set up skills and priorities and assign routing to selected workgroups.



Sophisticated routing for e-mail is a configurable option with IC 3.0

It also enables organizations to more rapidly and accurately answer questions and resolve issues via e-mail and to configure and send automatic replies and

acknowledgements to e-mails. Auto-acknowledgements help set expectations on service levels, as well as pre-populate the response e-mail with basic information before sending it on to the agent.



Smarter Paste Operations

In previous releases, when a node was pasted from the clipboard, the name of the node was always prefixed with “Copy of,” followed by the name of the node. For example, pasting a node named “Play Greeting” inserted a node name “Copy of Play Greeting.”

In 3.0, Interaction Attendant checks to see if any sibling node in the destination tree has the same name as the node on the clipboard. If none exist, the node is pasted using its original name. If a sibling or the same name exists in the tree, “Copy of” is prefixed as before.

Changes to *Transfer to an External Number* Node

The *Transfer to an External Number* node was enhanced to accept string input in the **Transfer the call to this number** field. This allows users to enter a SIP address or a word-based telephone number (for example, 1-800-RENT-NOW) in addition to telephone numbers.

Interaction Recorder Enhancements

Several features were added to Interaction Recorder in 2.4 Service Updates, and are available in 3.0. They include Auto-archiving to a mapped drive on the network, and support of screen recording for users of Citrix or Terminal Services.

Automated Archiving

This feature allows for certain Interaction Recorder archives to run automatically without user intervention. At a configured time of day, one or more archives can automatically run. When an archive runs automatically, the recording files are moved to the configured Destination Directory and the recordings in the database are marked as having been archived. Automatic archiving does NOT put recording files onto archive media like tapes, CDs, or DVDs. It will, however, organize the archived recording files into separate directories every time an archive automatically runs, as long as the divided archiving feature is used.

If a destination directory cannot hold all of the recordings to be archived, the archive will not automatically run and an error will appear in the Recorder Serve trace log.

In 3.0, a new tab labeled Automated Archiving appears within Interaction Recorder configuration in Interaction Administrator to help facilitate auto-archiving.

Scoring Enhancements

Scoring Override

In a 2.4 SU, support was added for users with configured rights to override a Finished score on a scoring questionnaire. The ability to override a score allows Supervisors to edit the questionnaire to adjust the scoring. This happens most often when an agent successfully presents a case for a change. The override capability gives management the ability to be more flexible and responsive when appropriate.

Failed Button

In IC 2.4 SU, a Failed button was added to the scoring interface to enable a user to automatically fail an entire scorecard with a single click, while preserving the answers

to individual questions. This is useful in environments where particular agent behaviors during interactions might be considered absolutely unacceptable.

Note that there are no comments associated with the Failed action and the button will be present for all questionnaires. Consider adding some free text questions to questionnaires that can potentially be failed to leave space for comments.

Interface Enhancements

The Interaction Recorder Client's Query Results pane now includes columns to show how many times a recording has been accessed, and whether or not it has a finished scorecard associated with it.

Purging by Category

Interaction Recorder 3.0 allows system administrators to build purging rules based upon categories for more granular control of purging.

Encrypting Calls – Interaction Recorder Selector

A new option on the Rules Properties pane of the Interaction Recorder Selector window enables encryption of the media recordings associated with a rule.

Screen Recording Enhancements

Support for Citrix and Terminal Services Users

Support for screen recording users on Citrix or Terminal Services was introduced in a 2.4 SU. This capability extends Interaction Screen Recording to larger contact centers that tend to rely on this type of technology.

Support for Multiple Monitors

Support of recording activity on multiple monitors was introduced in a 2.4 SU. Prior to this enhancement, screen recording was performed only on the activity occurring on the primary monitor.

Use of Zones to Control Regionalization

An IC 2.4 SU added the ability to place Screen Recorder clients and servers in zones to control regionalization. The configuration options, which appear in Interaction Administrator, under Interaction Recorder -> Screen Recording, allow the system administrator to set up zones enable Screen Recorder clients to attempt to use servers in their zone, allowing for a level of regionalization.

E-mail Enhancements

E-mail is becoming more and more popular as a channel. To assist our customers in deploying quality e-mail handling more cost-effectively, we have added the following features in IC 3.0. These features are in addition to the e-mail routing feature added to Interaction Attendant, which is described earlier in this document.

Routing E-mail to Individual Users

Using Interaction Attendant's e-mail processing, incoming e-mail can be routed to individual CIC users. Interaction Recorder can record both incoming e-mail and response e-mails, based upon configurable recording rules, and Interaction Tracker will track the activity. The ability to route e-mail to specific users adds more flexibility to CIC's e-mail handling.

Monitoring E-mail Interactions in Interaction Supervisor

Within the Interaction Supervisor interface, management can now monitor live e-mail activity to ensure quality interactions with customers.

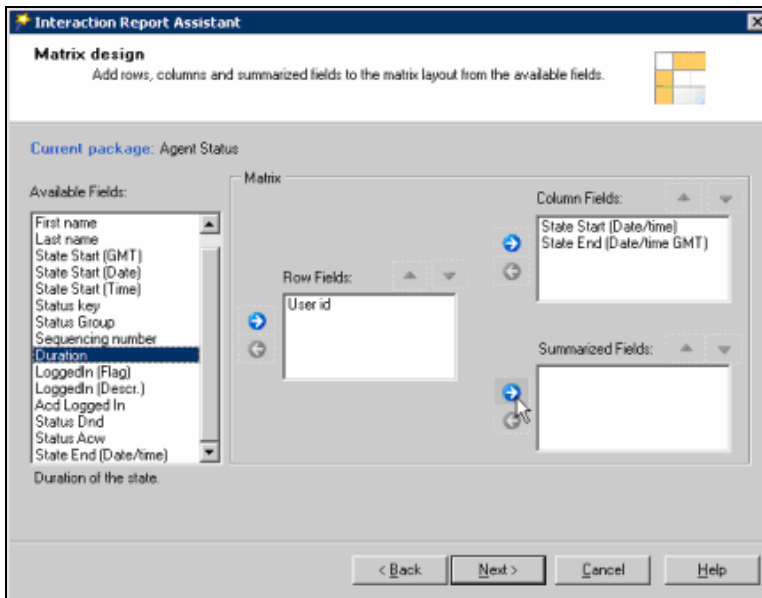
New GroupWise Connector

A new SOAP-based connector improves our interoperability with the GroupWise e-mail platform, improving overall reliability and performance.

Reporting Enhancements

Interaction Report Assistant

Interaction Report Assistant is a reporting tool designed to assist users in designing and creating special reports. Users choose the data and the layout, and then generate customized reports with their specifications. Users can edit and update the wizard selections of the reports they create, and print or export the output for distribution. This easy-to-use reporting tool contains *packages* of data to choose from. The users simply select the *layout* for the reports and then Interaction Report Assistant guides them through the selection options to create the special reports they need.



The Report Assistant guides the user through the report creation process

For more information, refer to the Interaction Report Assistant User Guide.

New Historical Reports

In IC 3.0, new reports are available for Interaction Recorder and Interaction Tracker users. From Interaction Tracker, **Voicemail Left by Contact** will enable organizations to track which customers are trying to contact internal users. This type of report can be especially valuable to Customer Account Managers who handle high-profile customers.

For regulated organizations, the Deleted **Recordings by User** report will provide a necessary audit trail.

In addition, new **Calibration and Training Needs** reports are available for supervisors using Interaction Recorder for scoring.

Speech Enablement

Interaction Mobile Office Improvements

Interaction Mobile Office is our speech enabled Attendant and “Personal Butler.” In IC 3.0, we have extended the speech enabled menus further, adding basic Microsoft Exchange calendar integration to allow users to check their appointment times, locations, and participants. In IC 2.4, users were able to call other users listed in the Company Directory under any of their configured numbers, including mobile numbers. In 3.0, IC includes the ability for users to call their Outlook contacts using the speech enabled menu, and to be able to record those calls. This is especially handy for busy professionals who need to ensure a call is recorded, but cannot get back to the office or connect via wireless in order to place that call.

Integration with Loquendo’s Speech Recognition Engine

The IC Platform now integrates with Loquendo ASR Engine 7.3, an additional third-party speech recognition technology that allows customers to create and deploy speech enabled customer service applications. Customers can also use Loquendo’s speech recognition capabilities with Interaction Mobile Office.

Interaction Supervisor Enhancements

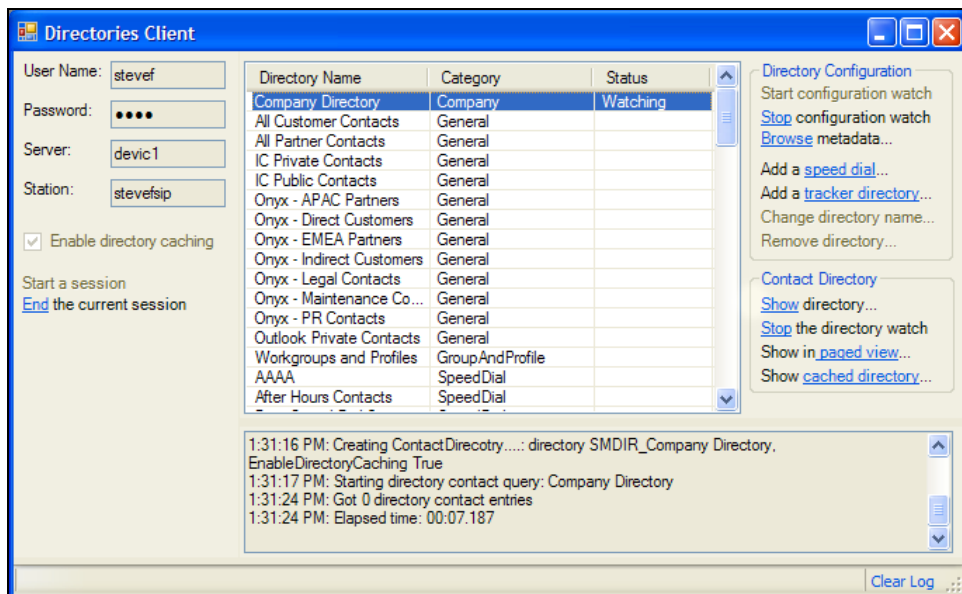
Management can now log on remotely to use Interaction Supervisor to monitor interactions. This will be of special interest to those supervisors who occasionally work from home.

Interaction Tracker Enhancements – Timesheet Reporting

Interaction Tracker Timesheet Reporting allows professional service organizations to easily associate phone calls with clients. Timesheet Reporting allows organizations, such as legal firms, to accurately track time spent on the phone with clients. If an organization requires billing clients for time, Tracker Timesheet Reporting can assist in accurately tracking the time spent on these calls. For an overview of the Timesheet Reporting feature and information on configuring Timesheet distribution in Interaction Administrator, see the *Interaction Tracker Timesheet Reporting Guide* in the Documentation Library.

New Public API - IceLib

IceLib stands for Interaction Center Extension Library, and is Interactive Intelligence's new public API for the creation of custom client interfaces, and integration to third party products. The API is strongly typed, follows design and naming guidance for .NET framework development, leverages .NET 2.0 capabilities, and is the same foundation upon which many of Interactive Intelligence's own products are built (for example, Interaction Client, Interaction Voicemail Player, Interaction Fax, and the 3.0 Web Client). In a subsequent release, we will add support for statistics and selected administrative functions.



IceLib offers coding examples for developers creating custom applications for CIC and EIC systems

Greater Scalability and Performance

Dialogic HMP 3.0 Support

Dialogic HMP 3.0 provides 500 IP resources, increasing the scalability of the IC 3.0 server further. In addition, Dialogic HMP 3.0 provides support for TLS and SRTP.

New Interaction Media Server Features

In IC 2.4, the Media Server already supported the following for calls: recording, live monitoring, transcoding, Quality of Service (QoS), and in-queue (ACD wait) audio. In IC 3.0, the Media Server can now also handle both playing audio when a connected call is placed on hold, as well as the ringback, or the ringing that callers hear. This allows sites to continue to scale higher on a single IC server, as fewer HMP resources will be necessary for standard use. The Media Server now supports TrueSpeech audio format for recording compression, in addition to GSM, μ -Law, a-Law, and L16 formats. Interaction Media Servers also create secure (SSL) connections with the IC server, and they can handle Secure RTP (SRTP) audio throughput and audio transcription with non-SRTP devices.

Interaction Administrator

In IC 2.4, we optimized Interaction Administrator to handle larger numbers of users with quicker response times. In 3.0, CIC administrative scalability has been improved to the point that up to 15,000 users can be configured on a single server. However, the number of concurrent users actually supported by a single server depends greatly on the particular customer environment and application load. The increased responsiveness shortens the time system administrators must spend accessing portions of Interaction Administrator when large user populations have been configured.

New Features in SU1

This section lists some of the main features that were added in SU1.

Change Password Feature for Users

The Interaction Center .NET client now includes a **Change Password** option on the File menu so users can change their own IC passwords. The Outlook client now includes a **Change Password** toolbar button. Previously, only administrators could change user passwords.

The user must enter both the old password and a new password to successfully change the password.

A related enhancement is the enforcement of password policies. If, while logging on, the user's password has expired or is configured to be changed the next time he or she logs on, the user must change his or her password at this time. Failure to change the Interaction Center password will result in the user being logged out of the .NET client when the Change Password dialog is closed or canceled.

Personal Rules for Outbound Calls

Two new rule templates enable users to create rules that mark calls they make or receive as "private," based on the phone number.

Similar to the "When I receive a call" event, handlers will now call the personal rules tool for outbound calls.

The System_ProcessPersonalRules.ihd subroutine is called at the point where an outbound call is placed by a user.

The entry point identifier is "Outbound Call" to indicate to the tool that it should process the "When I place a call" event.

Windows Authentication Option for Web Client Logons

A Windows Authentication option was added to the logon page for the Web client.

To use this logon option, users must enter their user name as *domain\username* and must enter the appropriate password.

An administrator can configure which of the following authentication methods to use for the Web client by specifying a value for the Authentication Type attribute in the bin\appsettings.config file, located in the install folder:

- IC – Requires users to enter their Interaction Center user name and password.
- Windows – Requires users to enter their Windows user name and password.
- AutoDetect – Automatically detects which user name and password the user enters.

For more information about the Authentication Type attribute, refer to the Interaction Client Web Edition Installation Guide. By default, the server auto-detects what the user enters.

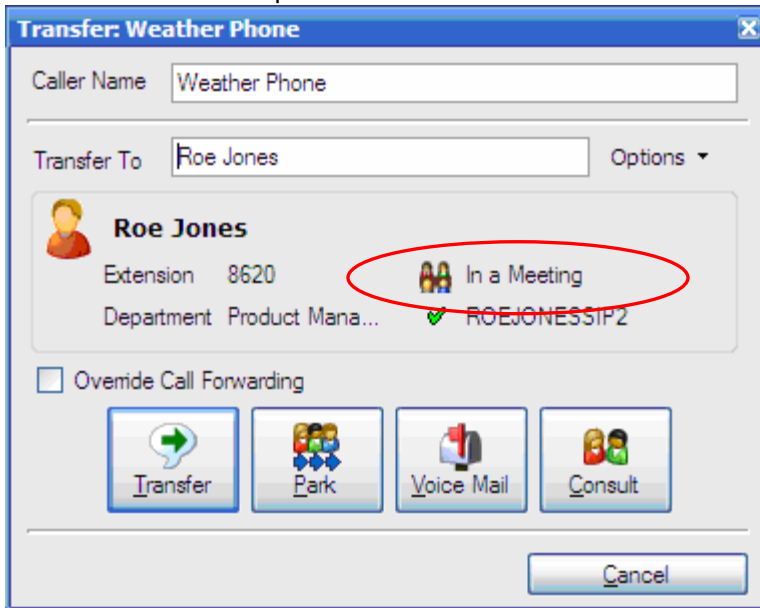
Enhancements to the Transfer Dialog

The Transfer dialog was enhanced as follows:

- The dialog now displays type-ahead results listing the contacts to which a user can transfer interactions.
- A drop-down list allows the user to filter the type-ahead results, including or excluding IC users, workgroups, standalone phones, stations, station groups, and Attendant profiles.



- The dialog now displays user status information or workgroup statistics for the selected transfer recipient.



- The Consult Call user interface has been enhanced.

For more information about the Transfer dialog box, refer to the “Transferring Calls” topic in the .NET Edition online help.

Advanced Options for Polycom Phones

Interaction Administrator now includes the ability to manage the following settings for each Polycom phone:

- Enable/disable URL dialing.
- Enable/disable all call lists, missed call list, received call list, and placed call list.
- Configure offering call timeout, ring back timeout, and dial tone timeout.
- Configure overrides of DHCP values.
- Enable/disable call parking.
- Enable/disable group call pick-up.
- Configure DTMF on/off times.

These configuration options appear in the **Advanced Options** tab of the Managed IP Phones container (**Managed IP Phones** container **Templates** **Options** **Advanced Options**).

Documentation Feedback Feature

A new **Send Feedback** link appears at the top right of each online help topic to help you send comments or questions to Interactive Intelligence regarding the online documentation. After you click the link, an e-mail window opens. The "To" address is set to **documentation@inin.com**. The "Subject" line includes information that helps Interactive Intelligence identify the help topic where you clicked the link. Enter your comments or questions in the body of the e-mail message, and then send the message.

Note that this feature is for use only for reporting problems or issues with the documentation and should not be used for product support questions.

New Features in SU2

This section lists some of the main features that were added in SU2.

Option to Use Windows Authentication Credentials when Creating/Upgrading Database

When creating or upgrading the Interaction Center database using Setup Assistant, you can now specify to use the credentials of the currently logged in user (Windows Authentication), instead of specifying a user name and password. This is particularly useful for sites where passing a system administration password to any application violates corporate security policies. This feature exists for Microsoft SQL Server only and is not supported for Oracle.

Support for TrueSpeech Codec on Vista

Interaction Voicemail Player now includes its own code for handling TrueSpeech files. This allows voicemails encoded in the TrueSpeech codec to work again on Windows Vista, which does not come with the codec as did Windows XP and earlier versions of Windows.

Support for G.726 ADPCM Audio Format in Media Server

Support was added for G.726 ADPCM audio formats in Media Server.

IceLib API Exposure of Tracker User Rights

The IceLib API now exposes Tracker user rights via the new `ININ.IceLib.Tracker.UserTrackerRightsSettings` class. Tracker user rights are set in Interaction Administrator.

Issue with Calls Not Being Populated in Call History Tab Fixed

This SU fixes an issue where calls on the My Interactions tab were not rolling over into the Call History tab.

New Features in SU3

This section lists some of the main features that were added in SU3.

Support for Integration to Microsoft CRM 4.0

This Service Update adds support for CRM version 4.0.

New Polycom Phone Features/Support

New phone features, such as Distinctive Ring, are available for Polycom phone users. Administrators can configure ring sets, which define the ring type for internal, external, and DID calls.

This service update also adds support for Polycom phones with older firmware and for these models of Polycom phones:

- IP560
- IP670
- IP6000
- IP7000

VoiceXML Support

Support is now available for the following VoiceXML features:

- Updated VoiceXML Interpreter
- VoiceXML using MRCP for TTS plays

Support for RFC3264 Hold

Support for RFC3264 for signaling hold and off-hold was implemented in this service update (a=send_only or a=inactive).

Support for Urgent Voicemail Message in RFC3842

On targeted Polycom phones, users can now view counts of urgent, new, and old voicemail messages.

Interaction Optimizer “My Schedule” Tab Enhancements

The “My Schedule” tab in the Optimizer .NET client plug-in was enhanced to include more features and improve ease of use. New features include:

- An upgraded grid control
- A method for moving quickly between daily, weekly, and monthly schedule views
- An agent dashboard to show what an agent is doing, what their next activity is, and the amount of time prior to the start of the next activity
- The ability to print an agent’s daily, weekly, or monthly schedule (replaces the export to HTML)
- Display of a toast pop-up message when a new, scheduled activity starts and the agent has not set his or her status correctly

Interaction Recorder After-Hours Support

Interaction Recorder now supports after-hours processing of recordings.

Soft Phone QoS Support

Quality of Service (QoS) DSCP values were added to the provisioning information for the Soft Phone. The provisioning information previously received by the Soft Phone did not contain these values.

Interaction Supervisor Enhancements

You can now monitor HMP-enhanced IP resources, including G.729 resources.

New Features in SU4

This section lists some of the main features that were added in SU4.

IC Business Manager

Starting with IC 3.0 SU4, users with IC Business Manager Applications installed on their workstations will see the IC Business Manager shortcut on their desktops and in the Start...Programs...Interactive Intelligence menu. IC Business Manager provides access to various licensed application modules in a unified interface that includes navigation panes, menus, toolbars, and a workspace. The modules available in SU4 are Interaction Feedback and Interaction Optimizer Schedule Administration. Additional modules are planned for future SU releases.

Note: All users with IC Business Manager Applications installed on their workstations can log in to IC Business Manager. However, if a user or workstation does not have the appropriate client access licensing for one or more modules, IC Business Manager will appear empty.

Interaction Feedback

Interaction Feedback is an IC Business Manager module that supports automated post-call customer satisfaction surveys. Interaction Feedback gives business users the ability to easily create surveys using the Create Survey wizard. Surveys can be quickly created with pre-defined industry standard survey and question templates. Customized questions can be simply created using Interaction Feedback Tools, for creating prompts and managing questions. An Interaction Feedback plug-in for Interaction Supervisor provides business users the ability to view real-time statistics for surveys in progress.

Service Updates (SU) for Interaction Feedback 3.0 are included with [IC 3.0 Service Updates](#).

Note: ICBusinessManagerApps.msp updates Interaction Feedback on business user workstations.

Interaction Optimizer Schedule Administration

There is a new way to edit and publish Optimizer schedules. The schedules must still be created in Interaction Administrator, but they can now be edited and published through a module in IC Business Manager. This module provides many new features including drag and drop for changing activity times, copy and paste for copying activities, and drag and drop for creating new default length activities. The schedule can be viewed in day, multi-day, or week views and shifts can be changed quickly in week view. There is a pane that allows more analysis of the scheduled number of

agents compared to the forecasted number of agents. For past or current weeks, the actual schedule worked and the RTA exceptions are shown for all the agents in the schedule. This change also provides a way to export a schedule into an HTML file that could be displayed on a web site.

Interaction Optimizer Group Activity Scheduler

This scheduler provides a way to create a meeting or some other activity that will overwrite some existing activity that has an activity type of ACD or Non-ACD.

The scheduler lets you pick a bunch of agents, along with the possible dates you may want to schedule the group activity. It runs through a process and then produces a result. The result contains the list of selected dates and the outcome in terms of head count difference between forecasted and scheduled agents.

This will help an administrator to select a date containing the least head count difference.

Interaction Client Mobile Edition

Interaction Client Mobile Edition (ICME) is a graphical client interface that runs on Windows Mobile operating system devices, including PocketPC and Smartphone. The client interface provides call control, work status presence management, directory lookup management, and other features found in Interaction Client .NET Edition.

The ICME Server install is available to download from the Support Web site at: <http://www.inin.com/support/ic/30/updates/su/IClientMobileEdition/index.asp>.

Interaction Center Integration to Office Communications Server 2007

Interaction Center Integration to Office Communications Server 2007 (IC/OCS) provides users of both IC and OCS systems with a new range of capabilities:

Users who previously used only Office Communications Server now have access to all the powerful contact center and IP PBX capabilities of Interaction Center.

The integration provides Interaction Center users with the instant messaging, voice, and video capabilities of Office Communicator, and the functionality available in the Office Communications Server platform.

See the Support Web site at

http://www.inin.com/support/ic/30/updates/su/IC_OCS/index.asp for IC/OCS installation options and to download the IC/OCS standalone server install if needed.

IC Status Aggregator

IC Status Aggregator is a software subsystem that works with Interaction Center. Status Aggregator allows users of Interaction Client to see the status not only of people in their own offices, but in any remote office whose Interaction Center server shares information with the Status Aggregator server. Status Aggregator is intended for large organizations that have too many users to host on a single IC Server.

The IC Status Aggregator install is available to download from the Support Web site at <http://www.inin.com/support/ic/30/updates/su/ICStatusAggregator/index.asp>.

Audio File Playback Speed Control on HMP Systems

This feature allows a user to speed up or slow down the playback of audio files by pressing DTMF keys on the phone on systems running Dialogic HMP.

Option to Hide Disconnected Interactions from View

In Interaction Client's configuration menu, there is an option called "Hide Disconnected Interactions." If this option is checked, an interaction is removed from the My Interactions page after the interaction is disconnected.

Phone-Only Option for DND Function on Polycom Phones

A "Phone-Only" option is now included for the DND function on managed Polycom phones.

Refer to the SU New Features document for details on this feature and for other phone features added in SU4.

New Features in SU5

This section lists some of the main features that were added in SU5.

Phase 1 of Play Support with Media Server

Starting with IC SU5, Media Server uses an IC subsystem called Prompt Server to play prompts and other .wav files. Some play and input operations that can now be done using media servers are: Playing of prompts (.ivp), .wav files, TTS, tones, DTMF digits (RFC 2833).

Play Support is enabled by means of the check box “Use Media Servers for prompt play and input operations” on the Media Server’s Configuration tab in Interaction Administrator. For more information, see the *Interaction Media Technical Reference* in the Documentation Library.

Support for Quality of Service Policies with DSCP

SU5 includes support for Quality of Service Policies with DSCP with Notifier. Currently, it defaults to binary value (101110), hex (0x17) or decimal (23). The value is considered “Express Forwarding (EF).” Users can change this value by setting a Notifier command parameter /DSCP=? to specify a different value. This support will be added to Interaction Administrator in a future version.

Polycom SIP Firmware Version 3.1.2

SU5 includes new firmware for Polycom phones (not including IP300 and IP500 phones). After applying SU5, you need to reload all phones to upgrade the firmware.

e-FAQ Integration into the .NET Client

SU5 includes the integration of e-FAQ’s query interface into the Interaction Client .NET Edition. If your company has purchased e-FAQ as your knowledge management system and you have been assigned the appropriate user rights in Interaction Administrator, you can use this integration to find answers to questions by searching the e-FAQ knowledgebase from within the Interaction Client .NET Edition. Answers can be inserted into the email response for improved customer satisfaction.

The integration is available for the e-FAQ 2.3.1 server and CIC 3.0 with SU5.

New Features in SU6

This section lists some of the main features that were added in SU6.

New Action Items in Attendant: Play Info and Remote Data Query

- **Play Action:** Use this action to set up a sequence of audio bits to be played. Each audio bit can consist of a .WAV file followed by audio generated from data from a call attribute.
- **Remote Data Query:** Use this action to call a web service to retrieve multiple items of data and return them in call attributes.

Emergency Call Alerting to xIC

Emergency Call Alerting allows administrators to set up alerts to notify specific individuals or groups when an emergency call has been made. In many cases, this includes 911 calls, but can also include other emergency numbers (police, fire, internal emergency numbers, etc.). Individuals are alerted by two methods: E-mail and a pop-up notification in Interaction Client .NET Edition or Interaction Client Outlook Edition.

Interaction Supervisor Fax Statistics Modified

Fax statistics generated by the fax subsystem and viewed in Interaction Supervisor were changed to report a single success or failure per fax. Previously, if you set the fax retries to six, for example, and the fax failed on the first four attempts but succeeds on the fifth attempt, the system would report four failures and one success. Now, the system reports one fax success and no failures.

Optimizer Intraday Monitoring Feature

This new feature allows supervisors to view the differences between the forecast and actual values for interactions, average handle time, average interaction time, average after call work time, and number of full time equivalents. There is one view for seeing all the data in a grid and another view for seeing the data in graphs. The data can be exported to PDF or Excel and can be printed in either grid or graph format. For more information and specific recommendations, refer to the latest Service Update *New Features* document.

New Interaction Tracker Features

The following features were added and are accessible from a new Tracker sub-menu on the interaction context menu:

- **Quick Add Contact** – Allows a user to quickly add a Tracker contact from a selected interaction. After the contact is added, the call is automatically resolved to the new contact.
- **Resolve By** – Allows a user to resolve an interaction by specifying an Application ID, a Tracker attribute, or by performing an advanced search.
- **Set Tracker Attributes** – Allows a user to set Tracker attribute values for the selected interaction.

Microsoft Office Communications Server 2007 R2 Support

The Interaction Center integration to Microsoft OCS now supports OCS 2007 R2 version. To learn more about the OCS 2007 R2 integration, click this link:

<http://www.inin.com/ProductSolutions/Pages/Demo-OCS.aspx>

Media Server Play and Input Support

Allow Enabling QoS on the Notifier Connection to the IC Server

The Media Server now allows enabling QoS for the Notifier connection to the IC Server. This is done by setting the NotifierQosTaggingEnabled and NotifierDscpValue properties in the Web configuration. By default, the Media Server uses AF41 dscp (100010) for the DSCP marking.

Single Party Record Support in Media Server

The Media Server now supports single party record operations as initiated by the “Record Audio” and “Record File” tools. A prominent feature that uses single party recording is recording of voicemail messages.

Single party records are now automatically performed on the Media Server when media servers are enabled for play and input operations. Note that the “Record Audio” and “Record File” tools have additional parameters to specify the recording format (the Media Server compresses the recording) and to control whether the Media Server should normalize the recording (automatic level control).

Support for Random Start Location for Defined .WAV File Sources (in-queue audio)

The media server always plays prompts and .WAV files from the start. For hold music and in-queue audio, this meant that the music always started from the beginning, even when the call transitioned to hold music several times. To improve the user experience in these cases, the media server now randomizes the start location for .WAV file sources defined in the **Audio Sources** container in Interaction Administrator. This feature is currently available only for in-queue audio. In a future SU, it will be also be available for hold music.

HTTP Access to Media Server Resource Files

IC servers can now optionally retrieve recordings from Media Servers using HTTP rather than a network file share. To enable recording retrieval with HTTP, delete the **RecordingBaseUriRemote** property on the Media Server's web interface.

New Features in SU7

This section lists some of the main features that were added in SU7.

Media Server Support for Silence Detection and Barge-in

The media server audio source now includes a voice activity detector that can distinguish periods of silence (background noise) and speech. It also supports barging into the playing prompts when speech is detected from the far end. This is used to automatically leave messages on answering machines by waiting for silence (that is, the end of the message), and then playing the message to be left on the machine. If while leaving the message, speech is detected again (for example, because there was a long pause in the announcement), playback of the message stops and can then be restarted again by waiting for a sufficiently long period of silence.

Speech Recognition: Support for “Hotword” Barge-ins

This feature allows a user to define a reco property “reco:BargeinType” which defines the behavior of a barge-in when playing prompts during a reco input. The two supported barge-in types are:

- **speech** – This is the default type. The prompt will be stopped as soon as speech input is detected. The prompt is stopped irrespective of whether or not the input matches a grammar and irrespective of which grammars are active.
- **hotword** - The prompt will not be stopped until a complete match of an active grammar is detected. Input that does not match a grammar is ignored. Note that this even applies during the timeout period. As a consequence, a nomatch event will never be generated in the case of hotword barge-in.

Interaction Mobile Web Client Application

The new Interaction Mobile Web Client application provides basic Interaction Center client functionality on mobile devices via a web browser. Features include user status changing, directory searching, call history, and access to voicemail.

Support for SoundPointIP 321 and 331

Polycom SoundPointIP phone models 321 and 331 are now supported. These phones will be offered 3.1.3C firmware. The firmware distribution only includes firmware for these two models.

Interaction Administrator Web Edition

Interaction Administrator Web Edition is a new, browser-based, limited-feature version of Interaction Administrator, available for IC 3.0 SU7 and later. For more information about this new version, see the "Interaction Administration Web Edition Installation Guide," available in the Technical Reference Documents section of the IC 3.0 Documentation Library.

Support for HTML E-mail

HTML e-mail support is included in SU7 for Microsoft Exchange 2007 only. Support for other e-mail platforms will be added in the future.

HTML e-mail allows agents and users to receive an ACD-routed e-mail in HTML, if the e-mail was sent in that MIME type. The HTML control supports embedded images and comes with a security layer that prompts users before downloading harmful content.

Note that HTML formatting appears only in the Interaction Client .NET Edition's e-mail interface and does *not* appear in the following e-mail features:

- Interaction Recorder for recorded e-mail
- Interaction Supervisor when monitoring e-mail
- Response Management when adding responses to the e-mail interface
- e-FAQ when adding an e-FAQ entry to the e-mail interface

E-mail in these features appears as plain text.

Custom Client Button for Messaging

You can now manually set up a Messaging button in Interaction Client .NET Edition so users can easily access the main menu of the voicemail TUI and avoid having to enter an extension and password.

For more information and set-up instructions, see "Configuring a Client Button for Accessing the Voicemail TUI" in the Interaction Administrator online help.

New Features in SU8

This section lists some of the main features that were added in SU8.

Interaction Process Automation

The new Interaction Process Automation (IPA) application is now Generally Available (GA). IPA takes the advanced communications technologies available in CIC and applies them to process automation, giving organizations a cost-effective way to automate business processes end-to-end. IPA uses intelligent queuing and routing to provide a flexible distribution of process work, using presence to indicate availability for a work assignment and to speed processing time.

IPA delivers work to employees involved in the process by way of the Interaction Client .NET Edition.

IPA is available in the Server Manager Application install and includes these three modules:

- The Process Designer module supports process modeling that includes defining data variables, creating end-user interfaces, and laying out process flows.
- The Process Monitor module provides real-time visibility into each process.
- The Process Reporting module tracks process performance.

The Process Monitor and Process Reporting modules are also available in IC Business Manager.

IPA is licensed on a subscription basis. For addition information, see:

<https://my.inin.com/support/products/ipa30/>

New Interaction Recorder Client Module

Interaction Recorder Client, an add-on module for IC Business Manager, is used to search and play back media recordings such as phone calls, Web chats, e-mails, faxes, and screen recordings. Audio recordings can be played back through your computer speakers, headset, or telephone handset.

Using Interaction Recorder Client for IC Business Manager, you can open multiple recordings and switch between those recordings while reviewing them. You can also use Interaction Recorder Client to create questionnaires and to score recordings.

Change to Location of Diagnostic Packet Captures and Diagnostic Recordings of Media Server and Soft Phone

Until now, the media server and soft station wrote diagnostic captures (.hpaacap) into the current day's trace log directory. The media server optionally may create a large number of diagnostic recordings for call analysis. Having all these files in the same directory would cause problems and thus the directory structure for diagnostic recordings and captures has been changed. Diagnostic recordings and HPAA captures are now located in the Diagnostics directory under the current day's trace directory. Under the Diagnostics directory are directories numbered "00" to "99" containing the files. The name of these numbered directories represents the last two digits of the interaction identifier (Call ID).

Agent Schedule Preferences for Interaction Optimizer

A new feature has been added to Interaction Optimizer. The Agent Schedule Preferences feature allows agent schedule preferences to be taken into account during the schedule generation process. Users can now specify default preferences and override schedule preferences via their client, and scheduling administrators can decide how much to take preferences into account (versus coverage) during the schedule generation process.

Intraday Reforecasting for Interaction Optimizer

A new feature has been added to the Interaction Optimizer Administration module in IC Business Manager. The Intraday Monitoring feature has been enhanced to show Intraday Reforecasting. Users can now view the reforecast of how many full-time equivalent agents are needed based on the differences between forecast and actual data for the day. Users can also view new reforecast rows at the bottom of the schedule editor so it is easier to make changes to agents' schedules and see how these impact the rest of the day.

Service Level and ASA Added to Intraday Monitoring

The Intraday Monitoring feature has been enhanced to show service level and average speed of answer data.

Support for Polycom Soundpoint IP 335

Polycom released the IP 335 phone in November 2009. It now appears in the menus in Interaction Administrator.

Support for Windows 7 (64-bit)

The following client applications are supported in Microsoft Windows 7 (64-bit) with IC 3.0 SU8:

- Interaction Client .NET Edition
- Interaction Fax Viewer
- Interaction Voicemail Player
- Interaction Update
- Screen Capture Client
- Interaction Supervisor
- Interaction Attendant
- Interaction Administrator
- Interaction Designer
- Interaction Client Outlook Edition
- SIP Soft Phone
- Interaction Scripter .NET Edition
- .NET Recorder Client
- Interaction Feedback
- Report Assistant
- Interaction Process Automation
- Interaction Monitor
- Internet Explorer Integration
- Previous Recorder Client 3.0

New Features in SU9

This section lists some of the main features that were added in SU9.

Interaction Recorder Extreme Query Component

Interaction Recorder Extreme Query Client is now available as a component of the Interaction Recorder Client module for IC Business Manager. It is automatically installed when applying the IC 3.0 SU9 and later versions of the IC Business Manager Applications SU component.

Interaction Recorder Extreme Query is a fast solution for running searches and retrieving stored call recordings for playback. It requires the Interaction Recorder Extreme Query license and external Extreme Query server.

Access Restriction for Media Server Web Configuration Pages

An item added to the Media Server Administration web page now allows the user to restrict or allow access to the web pages. If the access is restricted, the web pages can only be seen from a browser that is running on the local machine (the machine where Media Server is running). If the access is not restricted, then the web pages are visible to external browsers on other machines.

Polycom: Expose “Use 486 on Reject” Setting

By default, Polycom sends a SIP 603 error message to an INVITE when the reject button is pressed on the phone. In 3.2 firmware, Polycom added a configuration parameter to send the “486 Busy Here” message instead. This setting appears in the advanced options for phones that support the 3.2 firmware.

Support for Listening on Outgoing E-Mails

Previously, listening was supported only on incoming calls. Starting with SU9, listening is supported for all e-mail interactions, regardless of the direction.

Call Waiting Tone Support for Advanced Media Server Operations

Previously, if you selected the **Use Media Servers for advanced operations** check box, in-band call waiting tones would be automatically disabled, even if configured to be enabled. This restriction was removed in SU9.

IC Server SU Install Now Verifies Licensing

Starting with SU9, the IC Server Service Update (SU) component install checks for the existence of the I3_FEATURE_SU_ALLOWED feature license key and only allows the installation if the key is present.

The I3_FEATURE_SU_ALLOWED feature license key indicates a current Licensing, Maintenance, and Support contract with Interactive Intelligence.

Note: If your IC Server license file was generated prior to June 15, 2009, it does not contain the I3_FEATURE_SU_ALLOWED feature license key. If this is the case, regenerate the license file at the Interactive Intelligence License Management site before downloading and applying IC 3.0 SU9 and later. For more information, contact LicenseIssues@inin.com.

Comparison of Features

To view the Comparison of Features matrix, which was previously included in this document, use this link:

https://my.inin.com/support/products/ic30/Documentation/interaction_client_editions.htm

The document lists the features in each of the Interaction Client editions, and contains links to the Interaction Fax and Interaction Voicemail Player feature lists.

New Features Document

After SU9, this *Release Notes* document will not be updated for each new service update.

You can view a list of all the new features in each service update in the *New Features* document on the latest SU download page, under the “Service Update Documentation” section:

<https://my.inin.com/support/products/ic30/Pages/Service-Updates-The-Latest-IC-3.0-SU.aspx>

Change Log

Change Log Date	Changed...
May 6, 2008	Added features for SU1.
July 29, 2008	Added features for SU2. Updated Interaction Administrator section with statement about scalability.
November 7, 2008	Added new features for SU3.
November 18, 2008	Added part number to cover page.
January 9, 2009	Added new features for SU4.
May 1, 2009	Added new features for SU5. Updated Feature Comparison matrix to add Interaction Client Mobile Edition and some features that were added in SU4. Updated title page and copyright page.
June 15, 2009	Added e-FAQ Integration for SU5.
July 8, 2009	Added new features for SU6.
July 22, 2009	Clarified that support for random start location is for in-queue audio only.
November 10, 2009	Added new features for SU7.
February 12, 2010	Added new features for SU8. Updated copyright page and other front matter per revised template.
April 6, 2010	Added revised feature comparison matrix.
April 28, 2010	Removed feature comparison matrix and replaced with a link to the version in the Documentation Library. Added note to refer to the New Features document for future SUs. Added SU9 features.