



Vocalité® Version 2.4

Feature Overview



Copyright and Trademark Information

©1994 – 2005 Interactive Intelligence Inc./ Vonexus Inc. All rights reserved. Vonexus is a wholly-owned subsidiary of Interactive Intelligence Inc. Interactive Intelligence®, Interaction Center Platform®, Communité®, Enterprise Interaction Center®, Interactive Intelligence Customer Interaction Center®, e-FAQ®, e-FAQ Knowledge Manager, Interaction Dialer®, Interaction Director®, Interaction Marquee, Interaction Recorder®, Interaction SIP Proxy, Interaction Supervisor, Interaction Tracker, Mobilité®, Vocalité®, Interaction Administrator®, Interaction Attendant®, Interaction Client®, Interaction Designer®, Interaction Fax Viewer, Interaction FAQ, Interaction Melder, Interaction Screen Recorder, Interaction Scriptor®, Interaction Server, Wireless Interaction Client, InteractiveLease™, and the “Spirograph” logo design® are all trademarks or registered trademarks of Interactive Intelligence Inc.

Other brand and/or product names referenced in this document are the trademarks or registered trademarks of their respective companies.

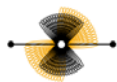
DISCLAIMER

INTERACTIVE INTELLIGENCE (INTERACTIVE) HAS NO RESPONSIBILITY UNDER WARRANTY, INDEMNIFICATION OR OTHERWISE, FOR MODIFICATION OR CUSTOMIZATION OF ANY INTERACTIVE SOFTWARE BY INTERACTIVE, CUSTOMER OR ANY THIRD PARTY EVEN IF SUCH CUSTOMIZATION AND/OR MODIFICATION IS DONE USING INTERACTIVE TOOLS, TRAINING OR METHODS DOCUMENTED BY INTERACTIVE.

Interactive Intelligence Inc.
7601 Interactive Way
Indianapolis, Indiana 46278
Telephone/Fax (317) 872-3000
www.ININ.com

Vonexus
7601 Interactive Way
Indianapolis, Indiana 46278
Telephone/Fax (888) 817-5904
www.vonexus.com

For a solution in Australia call CTI Solutions
HQ Level 1 195 Glebe Point Road Glebe NSW 2037
Tel: 1300 888 284
Email: Sales@cti.com.au
www.cti.com.au



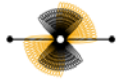
Vocalité Version 2.4 Feature Overview

Vocalité: Interactive Voice Response (IVR)

The Vocalité® product is a pre-integrated solution that brings Interactive Intelligence's interactive voice response and speech recognition tools together delivering a speech-enabled Interactive Voice Response. Utilizing the same architecture found in the flagship product, CIC, Vocalité allows its customers to share the same skill-set requirements in operating the entire system. This one approach system simplifies the learning curve and gives the customer more power since the customer learns only one system. This reduces the cost of expansion while preserving the customer's investment. It also provides access and simple integration into other Interactive Intelligence applications like Recorder, Director, Dialer and e-FAQ.

Vocalité is also the IVR tool used by, Customer Interaction Center (CIC) can serve as a state-of-the-art IVR system. Therefore Vocalité inherits the *Interaction Attendant*® which allows IVR authors to create the majority of IVR menus and scripts, while it's *Interaction Designer*® graphical application generator can be used to build IVR applications of virtually unlimited complexity, with no arbitrary limits on data access, business rule logic or external information/system integration. Some of Vocalité IVR capabilities include:

- Full support of VoiceXML 2.0 standards
- The ability to play audio prompts of any length
- The ability to make use of existing wave (.wav) files
- Text-to-speech capabilities across multiple languages
- Speech recognition capabilities using the Nuance and ScanSoft ASR engines
- Extensive database connectivity to popular database systems including Oracle®, Microsoft® SQL Server™, Sybase®, IBM® DB2, Informix, etc.
- The ability to execute complex database queries and to insert, update, and delete data
- Built-in support for stored procedures including result sets
- Support for mainframe terminal emulation using 3270, 5250 and VT220
- The ability to make use of a wide range of telephony operations including call recording, transfers, conference calls, etc.
- The ability to make use of hundreds of tools for e-mail (sending, receiving, checking), file I/O, TCP/IP socket communication, XML, SOAP, MQ Series, fax, paging, string manipulation, Web server integration (e.g., HTML generation), wireless applications, etc.

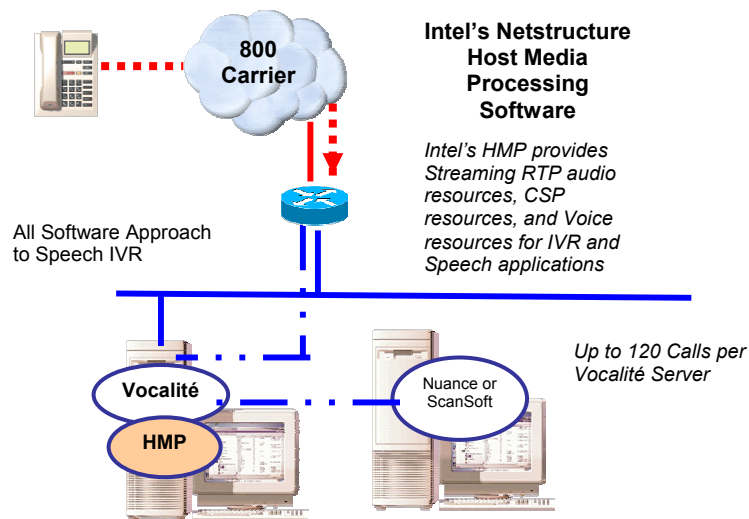


Next Generation IVR

Constantly changing technology makes companies fearful of investment commitment. This is witnessed through such advancements in SIP and HMP technologies over the past years. Vocalité is designed to grow with our customers next generation in mind.

By providing a simplified solution to move from TDM based environment to a SIP enabled HMP environment, decisions no longer have to be made based on what is in the market today. Vocalité will adapt to the technology changes with you.

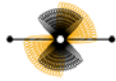
Vocalité enables an open based standards approach featuring VoiceXML Interpretation enabling customers to utilize pre-built applications or allowing for inside XML talent to produce applications without having to use expensive C programmers or learn proprietary languages. This prevents Vocalité customers from experiencing technology lock-in and allows companies to adapt to the next generation of IVR.



Speech-enabled Applications

With the release of 2.4, Vocalité will provide available applications for speech enabled Auto-Attendant and a brand new feature called Interaction Mobile Office. The speech-enabled Auto-Attendant is a simple to use and setup application that runs on the Vocalité server that allows enterprises to make its company directory available to the voice of the customer. By just speaking the users name, department, or area of expertise, callers can connect to individuals in the company and be ready to assist them with their needs.

The new Interaction Mobile Office can be used only if the customer wishes to extend the IVR functionality beyond Vocalité by using CIC or Communité. It is designed to allow business



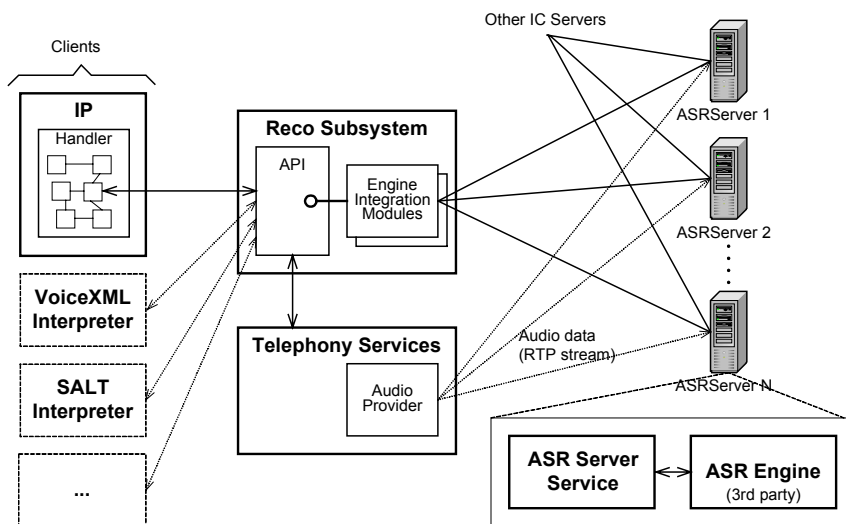
users – especially those who frequently travel – to stay connected to the office using an external phone, such as a cell phone. Interaction Mobile Office allows users to listen, manage, and respond to their emails, faxes and voicemails. It even allows users to access private telephone number in the company directory by just saying, “Call Peggy Gritt’s cell phone”. Along with these uses, changing your Interaction Client’s status can now be done over the phone just by saying “Change my status to ‘In a meeting’”. With these verbal options, no one is stranded when they are without an Internet connection and can still act as if they are in the office as they are driving to a meeting.

The following features will be supported in Interaction Mobile Office:

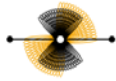
- Accessing Change of Interaction Client Status: includes recognition of most out of the box status, including simple to change XML tags for customer status listings and possibly a simple handler change
- Accessing Email: provides user access to Inbox folder only and supports the following actions:
 - Play new message
 - Play saved message
 - Send message to
 - Forward
 - Skip/Next
 - Delete
 - Reply
 - Repeat/Replay
 - Save message
- Accessing Voicemail: provides user access to all voicemail messages currently stored in users Inbox and supports the following actions:
 - Play new voicemails
 - Send message to
 - Play saved voicemails
 - Forward
 - Skip/Next
 - Delete
 - Replay/Repeat
 - Reply
 - Save message
- Accessing Faxes: provides user access to Inbox folder only and supports the following actions:
 - Play new faxes
 - Play saved faxes
 - Forward
 - Skip/Next
 - Delete
 - Repeat/Replay
- Accessing Company Directory: this provides access to the company directory to place calls to members work, mobile, or home phone numbers



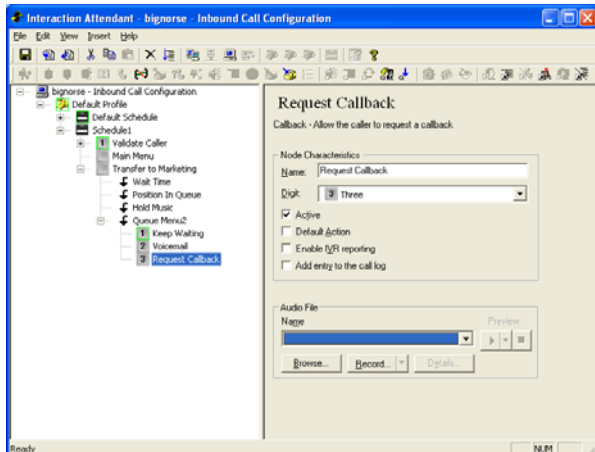
- Main menu options: this performs functions throughout the application that users can use such as the following:
 - Disconnect
 - Operator
 - Help



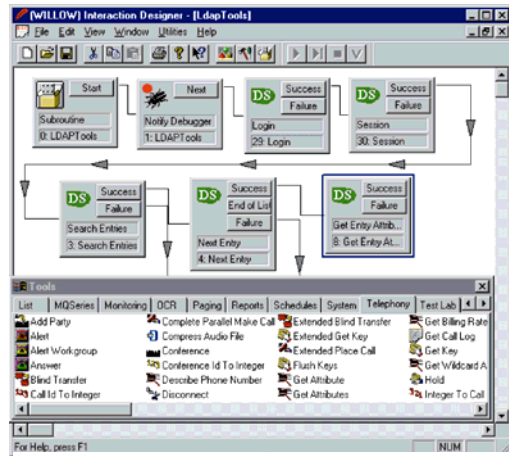
Partnering with Nuance and ScanSoft, Interactive Intelligence provides solutions to accommodate the budgets of cost-conscious consumers by simplifying the speech investment. Offering an engine-agnostic interface and supporting the open standards of VoiceXML, the Vocalité customer is not restricted to today's technology, but is positioned to adapt to next generation needs and requirement deemed necessary by ever evolving marketplace.



Simple Administration



Interaction Attendant



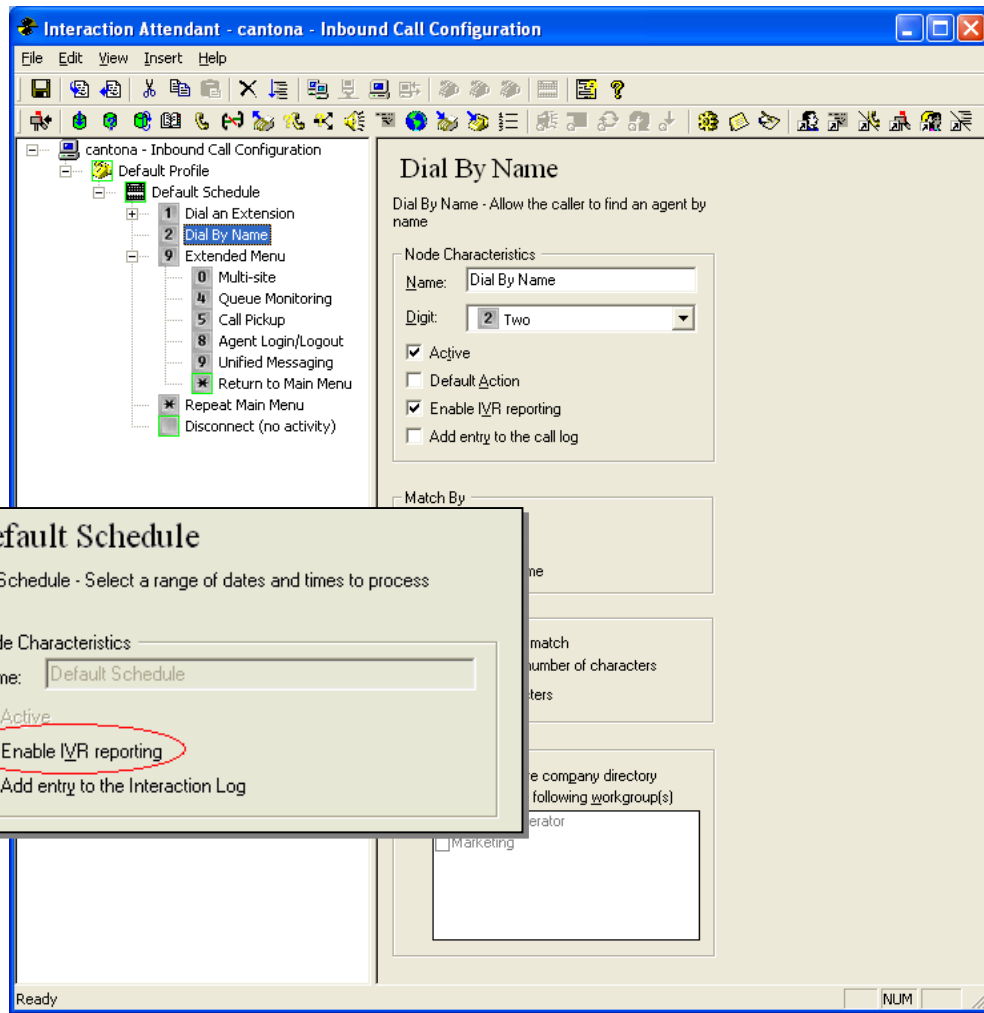
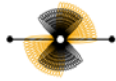
Interaction Designer

Vocalité offers two administrative applications to build and maintain the customer's IVR. A simple to use development environment, Interaction Attendant, can be used to easily assign numbers to workgroups or people and build in-depth tree structures to accommodate almost all call flows necessary for most businesses. A more robust GUI development tool, Interaction Designer, is used to further build and enhance applications, and maintain a complete IVR solution easily and efficiently. Interaction Designer frees the customer from having to rely on highly paid 'C' programmers and allows users to build their IVR to their creativity.

Educational classes are available through Interactive Intelligence Education to assist those in learning on administering the Vocalité IVR solution. These two development tools are also the same tools used to build and integrate the IVR into Interactive's CIC suite of products for ACD and PBX functionality so that customers can take advantage of one platform for all their communication needs.

Out of the Box Reporting

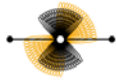
The Interactive Intelligence platform includes comprehensive call logging. In addition, we can capture any custom data point that our customers desire and create custom reports based on the captured data.



Vocalité has strong built-in reporting capabilities. IVR reporting can be easily enabled right as the call flow is being built. The resulting IVR reports make easy to monitor the effectiveness of IVR menus and prompt to determine if the desired customer behavior is being achieved. Six out of the box reports are available and these are:

- IVR Audit Report
- IVR Breakdown
- IVR Summary
- IVR Exit Path
- IVR Abandoned Report
- IVR Summary by Date

The reporting engine used is Crystal Reports, and if the customer wants custom reports these are also possible.



IVR Exit Path						
Date Time Range: 03/30/2004 00:00:00 - 03/30/2004 23:59:59						
Site ID Range: 0-999						
Level Range: 3						
Site ID : 100						
Menu/Exit Path	Calls Exited	% of Calls	Avg IVR Duration	Total Time	% Time	
Pick Up Call	2	13%	:00:00	:00:00	0.00%	
Play Call ID	2	13%	:00:00	:00:00	0.00%	
Station Information	1	6%	:00:00	:00:00	0.00%	
Workgroup Queue	10	63%	:00:00	:00:00	0.00%	
Default Schedule						
- Default Schedule	1	6%	:00:02	:00:02	0.00%	
Default Profile Default Schedule 						
Default Schedule						
Default Profile Default Sc.	11	7%	:00:05	:00:51	0.00%	
EMS Customizations	57	34%	:00:04	:04:09	0.00%	
Receive Fax	1	1%	:00:23	:00:23	0.00%	
Station Information	1	1%	:00:05	:00:05	0.00%	
	16		:00:00	:00:02		

IVR Summary						
Date Time Range: 03/23/2004 15:33:10 - 03/30/2004 15:33:10						
Site ID Range: 0-999						
Level Range: 4						
Site ID : 100						
Application :						
	Calls Entered	% of Total Calls	Avg IVR Duration	Total Time	% of Total	Repeated Calls
2004-03-23	71	2.94%	:00:04	05:10	2.72%	0
2004-03-24	257	10.66%	:00:04	17:33	9.25%	0
2004-03-25	269	11.15%	:00:04	17:12	9.07%	0
2004-03-26	236	9.78%	:00:04	15:01	7.52%	0
2004-03-27	5	0.21%	:00:01	00:06	0.05%	0

IVR Summary Abandoned Report						
Date Time Range: 03/23/2004 15:29:26 - 03/30/2004 15:29:26						
Site ID Range: 0-999						
Level Range: 3						
Site ID : 100						
Application	Default Schedule	Calls Entered	Calls Abandoned	Abandoned Duration	Percent Abandoned	
2004-03-23		91	0	:00:00	0.00%	
2004-03-24		319	0	:00:00	0.00%	
2004-03-25		319	0	:00:00	0.00%	
2004-03-26		263	0	:00:00	0.00%	
2004-03-27		8	0	:00:00	0.00%	
2004-03-28		15	0	:00:00	0.00%	
2004-03-29		299	0	:00:00	0.00%	
2004-03-30		184	0	:00:00	0.00%	
Default Schedule		1,518	0	:00:00	0.00%	

Conclusion

The Vocalité Next Generation IVR is loaded with opportunity and immediate function. In addition to its speech capabilities, Interactive’s “all-in-one” architecture has been of significant benefit. It allows tight integration to ACD and IVR, which runs on a single, standards-based server, plus its intuitive GUI-based customization tool, which has eliminated costs associated with computer telephony integration, and provides the ability to more quickly respond to client requests. And with the out of the box reporting options, the ability to provide immediate feedback on the progress of the IVR is invaluable.

These benefits, combined with the benefits of our speech recognition capabilities, have resulted in significant differentiation, which has enabled our customers to remain competitive amidst increasing offshore outsourcing options and other competition that fills the market.