Autonomy Interaction Control Element

Front line employees are interacting with customers through a diverse set of channels, including phone, web, email, and IM/chat. Companies must be able to capture, analyze, and act on all these channel interactions in order to maximize employee productivity and drive intelligence for the business. In addition, companies are challenged with consistently managing these recorded interactions in alignment with today’s growing regulatory and enterprise obligations.

Autonomy’s Interaction Control Element (ICE) is the first solution to enable multi-channel data capture, interaction tagging and classification, and real-time compliance by intelligently synchronizing employee desktop and web usage with live enterprise interactions. This new class of enterprise interaction analysis is supported by a centralized policy server, a broad set of triggers, and interaction control agents that monitor desktop and server events and take the appropriate actions.

Autonomy ICE enables enterprises to:

• Capture only relevant contact center interactions based on defined business parameters
• Increase business insight by analyzing critical business data within captured interactions
• Manage recorded audio and text interactions in line with compliance obligations
• Support workforce management initiatives such as workforce optimization and employee productivity
• Improve pan-enterprise search-based operations for performance evaluation, compliance, and eDiscovery

Intelligent Interactions

Autonomy ICE dynamically monitors desktop activity in order to capture, tag, classify, and control relevant audio, email, and IM interactions. ICE enables business and compliance executives to establish customized trigger events that target specific interactions important to the company. ICE is application-independent, enabling triggers from a wide-range of mission critical applications, such as CRM and helpdesk suites, email and IM systems, and browser based applications.

By intelligently monitoring the end-user’s desktop activity, ICE can start or stop recording, attach metadata to an interaction, or classify an interaction according to business rules. In addition, ICE can identify interactions that are subject to compliance or corporate criteria, such as those that contain particular credit card, product, customer, or competitive information, and take action as necessary.

• Starts and stops the recording of audio activity, screen activity, or both
• Automatically classifies interactions for quick viewing based on defined business parameters
• Automatically mutes or masks customer-sensitive data in compliance with Payment Card Industry Data Security Standards
• Applies governance policies to control interactions for legal hold or security needs
• Alerts end-users to specific types of interactions or activities when they occur for better insight
• Attaches relevant business data to an interaction, such as:
  - Relevant customer data
  - Type of call
  - Sales of products or services
  - Customer inquiries
  - Competitive intelligence
  - Service information

Highlights

• Intelligent data capture, tagging and classification, and compliance for customer interactions
• Manages voice, screen, email, and IM interactions and related metadata in a centralized policy server
• Continuous monitoring of desktop and server events
• Controls interaction activity based on well-defined business rules
• Supports PCI and industry compliance requirements
• User-friendly setup and trigger customization
• Seamless integration with Qfiniti system
• Application-independent architecture works with all software and web based applications
• Language independent and massively scalable deployment
Customizable Triggers

Autonomy ICE provides a broad array of options for establishing event triggers for various functions, such as activating a recording, attaching a classification to an interaction, or alerting managers when specific types of interactions occur. Event triggers are entirely customizable based on the needs of the business, such as meeting criteria for classification or identifying a need for PCI compliance or a governance policy. By automatically tagging, classifying, or applying a policy to an interaction, ICE alleviates the man-hours needed to do this manually and eliminates the likelihood of human error.

PCI Compliance and Governance for Audio

Autonomy ICE delivers an unprecedented level of compliance to email, IM, and audio recordings to ensure all interactions are managed within regulatory and corporate policies. Companies that are required to meet Payment Card Industry Data Security Standards have the option of setting triggers to identify sensitive materials within interactions and automatically mask or mute the information based on their business need. This ensures customer-sensitive data is not made available to persons without an appropriate level of security.

Autonomy is the only solution that provides audio governance with the same accuracy and security as traditional documents and text based communications. ICE can apply such policies as retention schedules, disposition management, and legal holds, ensuring an optimum level of compliance with industry requirements while at the same time mitigating risk.

Enterprise Class Architecture

Autonomy ICE is a streamlined solution that installs quickly and easily, requiring very few network resources. This solution is policy driven via a centralized policy server, with trigger customization and definition directly from any browser-based interface. ICE architecture seamlessly connects to Qfiniti Enterprise and other enterprise information systems, enabling targeting across all desktop applications. Built on Autonomy’s Intelligent Data Operating Layer (IDOL), this application is massively scalable and language independent, providing global functionality.

- Operates seamlessly with Qfiniti Enterprise and across all Autonomy modules
- Centralized policy server for and automated data management
- Application-independent architecture
- Operates on any Windows 2000, Windows XP or Microsoft Vista desktop

About Autonomy

Autonomy Corporation plc (LSE: AU. or AU.L), a global leader in infrastructure software for the enterprise, spearheads the Meaning Based Computing movement. It was recently ranked by IDC as the clear leader in enterprise search revenues, with market share nearly double that of its nearest competitor. Autonomy's technology allows computers to harness the full richness of human information, forming a conceptual and contextual understanding of any piece of electronic data, including unstructured information, such as text, email, web pages, voice, or video. Autonomy’s software powers the full spectrum of mission-critical enterprise applications including pan-enterprise search, customer interaction solutions, information governance, end-to-end eDiscovery, records management, archiving, business process management, web content management, web optimization, rich media management and video and audio analysis.

Autonomy’s customer base is comprised of more than 20,000 global companies, law firms and federal agencies including: AOL, BAE Systems, BBC, Bloomberg, Boeing, Citigroup, Coca Cola, Daimler AG, Deutsche Bank, DLA Piper, Ericsson, FedEx, Ford, GlaxoSmithKline, Lloyds TSB, NASA, Nestlé, the New York Stock Exchange, Reuters, Shell, Tesco, T-Mobile, the U.S. Department of Energy, the U.S. Department of Homeland Security and the U.S. Securities and Exchange Commission. More than 400 companies OEM Autonomy technology, including Symantec, Citrix, HP, Novell, Oracle, Sybase and Tibco. The company has offices worldwide. Please visit www.autonomy.com to find out more.