



# Global Alliances Vidyo Integration

The Vidyo Integration is an integration between Interactive Intelligence Customer Interaction Center® (CIC) and Vidyo’s video conferencing solution to provide ACD routed video for the next generation of multichannel enabled contact centers. The solution is available from Interactive Intelligence’s Global Alliances Vidyo Partners.

## Key Features

- ACD routed video chat
- Support for skills-based and advanced ACD routing
- Warm and cold transfer
- CIC Web Chat to video escalation
- Multi-participant video conference
- Screen sharing capable
- Web/mobile consumer experience capable

## System Requirements

### VidyoWeb Portal

The following browsers are supported by the VidyoWeb plugin. This list applies to both the agent and user/customer browser. The cells in green indicated that the browser is supported on that OS. Updated VidyoWeb compatibility lists may be requested from your Vidyo representative.

Browser	Win XP SP3	Win 7 (32/64)	Win 8/8.1 (32/64)	OSX 10.6.8 (Snow Leopard)	OSX 10.7.5 (Lion)	OSX 10.8.5 (Mountain Lion)	OSX 10.9.3 (Mavericks)
Chrome 33/34	Green	Green	Green	Green	Green	Green	Green
Firefox 28/29	Green	Green	Green	Green	Green	Green	Green
Safari 5.1.10				Green			
Safari 6.1				Green	Green	Green	
Safari 7.03							Green
Internet Explorer 8	Green						
Internet Explorer 9		Green					
Internet Explorer 10		Green	Green				
Internet Explorer 11		Green	Green				

### Integration Service Server

- Windows Server 2008/2012
- Microsoft .NET Framework 4.5.1
- 20 MB disk space for install + logging (recommended: 5 GB to accommodate logs)

- CIC connectivity via IceLib (CIC 4.0 SU 2 or later)
- Vidyo API connectivity (validated against 3.0.3 SU4)

## **Agent PC**

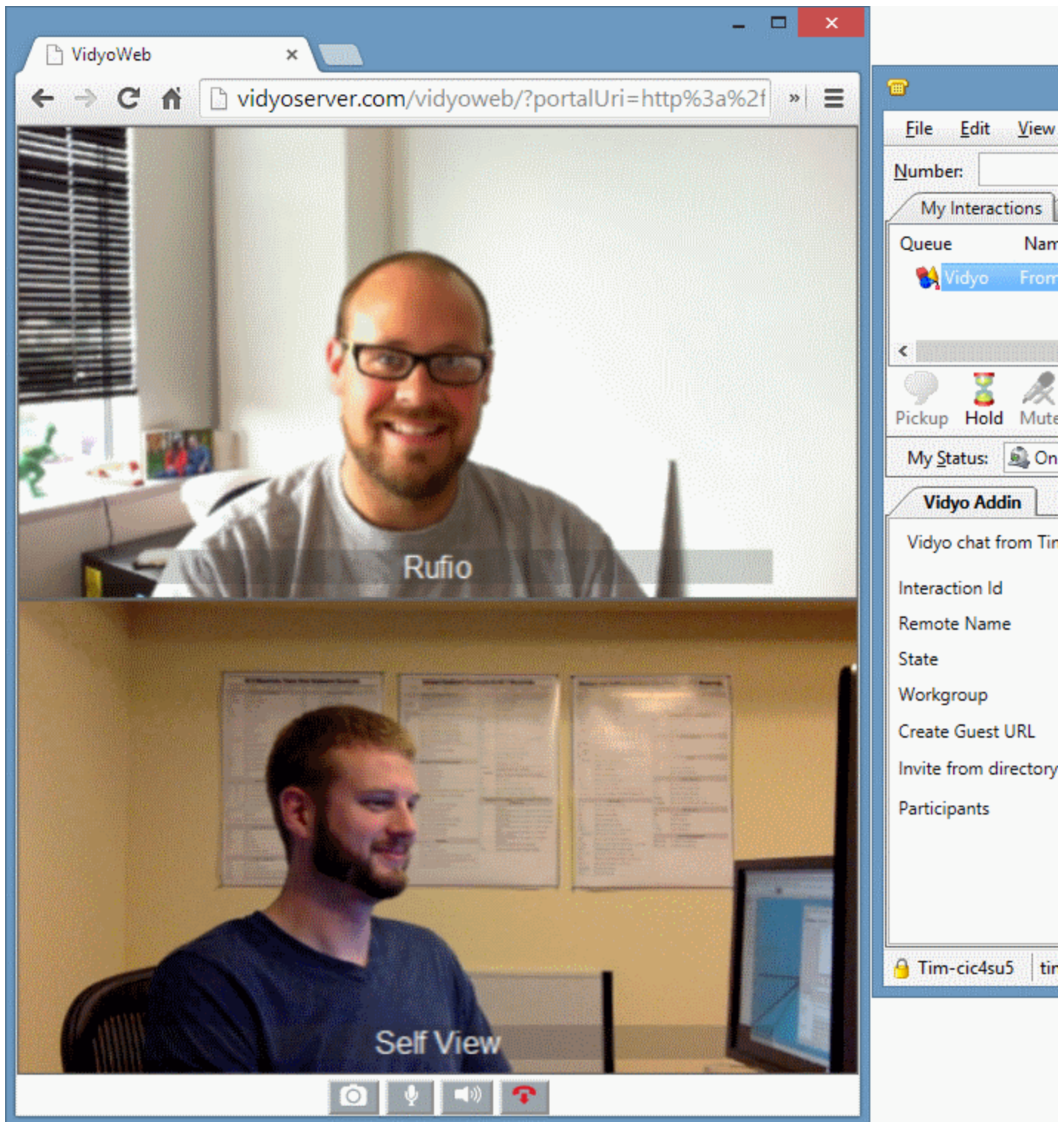
- Windows 7/8/8.1
- Microsoft .NET Framework 4.5.1
- Interaction Client .NET Edition
- CIC connectivity via IceLib
- Vidyo server connectivity
- Vidyo integration service connectivity

## **General Requirements**

- CIC 4.0
- CIC IceLib license
- Licensed Vidyo environment
- Web server for VidyoWeb

# **Vidyo Agent Desktop**

The Interaction Client .NET Edition is a key component to delivering revolutionary customer service in the video enabled call center. The .NET Client has integrated with the Vidyo environment to provide a rich web-based streaming video experience. The key features of the Vidyo Agent Desktop include multi-point video conversations, screen sharing, and integrated text chat.



## Integration Architecture

The following high level architecture diagram illustrates the components involved in the Vidyo integration. The orange lines indicate traffic for ININ's web chat, the green lines indicate traffic for the Vidyo chat, the blue lines indicate traffic for voice conversations, and the purple lines indicate general application communication between applications (SOAP, REST, IceLib, etc...).

# Global Alliances Vidyo Partners

## North America

### **Adapt Telephony Services**

Region

Contact

Phone

Email

<http://www.teamadapt.com/>

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### **Altivon**

Region

Contact

Phone

Email

<http://www.altivon.com/>

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### **Automated Voice & Data Solutions**

Region

Contact

Phone

Email

<http://www.avds.com/>

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### **Avtex** (partnership in progress)

Region

Contact

Phone

Email

<http://www.avtex.com/>

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### **EDCi** (partnership in progress)

Region

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### **The IEC** (partnership in progress)

Region

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[andyg@the-iec.com](mailto:andyg@the-iec.com)

<http://www.the-iec.com/>

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### **NACR** (partnership in progress)

Region

Contact

Phone

Email

<http://www.nacr.com/>

## International

### Commlogik

Region

Contact

Phone

Email

<http://www.google.com/>

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### Continious Technologies International Limited

Region

Contact

Phone

Email

<http://www.ctint.com/>

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### Frontline

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Contact

Phone

Email

<http://www.google.com/>

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### KPN

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Email

<http://www.google.com/>

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### Acumen (partnership in progress)

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Contact

Phone

Email

<http://www.google.com/>

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### SixBell (partnership in progress)

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Contact

Phone

Email

<http://www.google.com/>

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## Questions and Answers

**Q: How can I see a demonstration of the Vidyo integration?**

A: The Global Alliances partners can give demos of their integration offerings. See the Global Alliances Vidyo Partners list above for contact information.

**Q: What Interactive Intelligence licensing is required to support this integration?**

A: The integration specifically requires the CIC server to be licensed for the Interactive Intelligence IceLib API and requires the agent to be licensed to handle the interaction types used (generic interactions, chat, or callback).

**Q: What Vidyo licensing is required to support this integration?**

A: The integration requires a licensed Vidyo server as well as Vidyo API licensing for Guest and Admin APIs. Additional Vidyo features may require additional Vidyo licensing.

**Q: Can the video chat be transferred after it is ACD routed?**

A: Yes, the video interaction may be warm or cold transferred to bring in additional agents or external participants.

**Q: Can the video chat be escalated to a video conference?**

A: Yes, the agent may invite multiple internal and/or external parties to join the conference.

**Q: Is it possible for the agent to share their screen with the other chat participants?**

A: Yes, the agent may show any open program or document on their desktop to all participants.

**Q: Can the consumer show their screen as well?**

A: Yes, the consumer may also show their screen to present any open program or document to all participants.

**Q: How does the consumer initiate a video chat? Do they need to be at a computer to video chat? Or can they video chat from a mobile device?**

A: The Vidyo integration solution offers flexible integration options to allow the consumer facing video stream to be integrated into an existing web portal or directly into a mobile application for both iOS and Android.

**Q: How do I integrate video into my existing customer-facing website?**

A: The integration service provides a REST API that exposes the necessary functions to initiate a new video chat or attach video to an existing interaction (web chat or callback) and monitor the state of a video conversation. The actual video interface can be used out of the box or can be customized and integrated into any web page using Vidyo's VidyoWeb API.

**Q: How does the video interaction get routed through the multimedia enabled call center?**

A: The integration uses generic interactions, web chats, or callbacks to process any ACD routing strategy, from simple to complex, to assign the interaction to the best agent. The .NET Client Vidyo

Addin uses interaction attributes from the interaction to deliver the integrated video experience.

**Q: Does the integration support recording for quality assurance and record keeping purposes?**

A: This feature is not in the core integration, but can be added through additional customization and requires Vidyo Gateway devices.

**Q: Can a person join a video conference even if they don't have video?**

A: Yes, participants can join the video chat using their computer's microphone and speakers only.

**Q: Does the integration support voice-only participants calling in from a phone (no video)?**

A: Joining a conference from a telephone is not part of the core integration, but can be added through additional customization and requires Vidyo Gateway devices.