

CIC Client Comparison



Customer Interaction Center (CIC) supports two interaction management client applications. This documentation uses the term "CIC client" to refer to these applications, which include Interaction Connect and Interaction Desktop.

Interaction Desktop client runs in a framework. It enables you to create multiple workspaces and combine CIC client views to suit your workflow. Interaction Desktop features enhanced Email views, including support for Email Folders.

Interaction Connect is our browser-based interaction manager offering call control functionality, chat features, and status management. It includes directories with contact and status information. Interaction Connect is run from the browser — no components are installed on the desktop.

Feature	CIC 2020 Rx	
	Interaction Desktop	Interaction Connect
Artificial Intelligence		
<p>Genesys Predictive Engagement</p> <p>Genesys Predictive Engagement is a customer journey analytics platform that analyzes visitor journey behavior and data. Genesys Predictive Engagement can predict what it will take for visitors to achieve a desirable business outcome, and then acts to offer the most appropriate and effective channel to assist them in completing their journey.</p> <p>The Predictive Engagement view in Interaction Connect displays a visitor's journey on your company's website. It gives you a snapshot of their experience and enables agents to assist them in achieving their goal, whether it is ordering a product, requesting a quote, or some other specific milestone.</p>		X
Genesys Cloud		
<p>Genesys Cloud for PureConnect</p> <p>Experience the collaborative features of Genesys Cloud from inside Interaction Connect and Interaction Desktop. Genesys Cloud for PureConnect brings users together in a single environment that allows for seamless communication between PureConnect and Genesys Cloud users by automatically synchronizing PureConnect and Genesys Cloud user information. PureConnect users can also transfer calls or create call conferences with Genesys Cloud-only users.</p>	X	X
<p>Genesys Cloud Workforce Engagement Management</p> <p>Genesys Cloud Workforce Engagement is the next generation of cloud-based workforce engagement tools. The Genesys Cloud for PureConnect integration synchronizes workforce data from the PureConnect system directly into Genesys Cloud, allowing premise and cloud-based PureConnect users to take advantage of advanced Workforce Engagement services.</p> <p>New Workforce Engagement features are available in a 2020 R4 pilot program for selected customers. This includes interaction replication, agent presence synchronization, historical data export, Genesys Cloud access, and Interaction Connect Inbox notifications.</p> <p>For more information, see the Genesys Cloud for PureConnect Administrator's Guide in the PureConnect Documentation Library.</p>		X
Communications		
<p>Auto Reconnect (after lost IP connection)</p> <p>If the CIC client loses the connection to the IC server, it automatically attempts to re-establish the connection every 20 - 40 seconds.</p>	X	X
<p>Automatic Updates</p> <p>The CIC administrator can use Interactive Update to apply software updates to client workstations, automatically, and outside of normal working hours.</p> <p>* CIC client-side updates are not required for browser-based applications.</p>	X	N/A*
<p>Change Station while logged on</p> <p>Change your station to route your calls to another phone. You do not need to log off and then log back on to change your station.</p>	X	X
<p>CIC Web-based Phone</p> <p>The CIC web-based phone feature enables Interaction Connect users to use their computer's web browser as a SIP telephone using WebRTC as the communication protocol. The CIC web-based phone eliminates the need to distribute, install, and configure a physical IP telephone for each agent or user, or to install a SIP soft phone application on the computer.</p> <p>You can test the microphone and speakers you select for use with the Web-Based phone. Your microphone and speakers selections are saved for the next time you log on to Interaction Connect and select the Web-Based Phone as your workstation.</p>		X
<p>Logon page or dialog box</p> <p>The Logon page or dialog box enables you to edit and save your preferred authentication details, server connection information, and other startup settings.</p>	X	X
<p>Logon page with DOD/JITC authentication</p> <p>Department of Defense employees can use Common Access Cards (CAC) to log on to the CIC Client.</p>	X	X
<p>Windows Authentication Logon Option</p> <p>Use a Windows user name and password to log on to the CIC client.</p>	X	X

Feature	CIC 2020 Rx	
	Interaction Desktop	Interaction Connect
Single Sign On Log on to Interaction Desktop using credentials certified by any identity provider designated by the CIC administrator. Typically, you log on to your workstation, a network domain, or some other secure system before logging on to the CIC client. This initial logon procedure prompts you for a user ID and password. The CIC client uses these same credentials to log you on automatically — without prompting you to enter the credentials again.	X	X
Password Complexity CIC Password Policy can require complex CIC passwords containing a set number of upper and lower case letters, numeric characters, and special characters. This Password Policy is enforced at the client level when users change their CIC passwords.	X	X
Password Expiration Notice CIC notifies CIC client users when their passwords are about to expire and prompts them to change their passwords.	X	X
Password Change within the CIC client CIC client users can change their CIC passwords at any time from inside the CIC client.	X	X
Secure Connection Communication between the CIC client and the IC server is protected by a TLS connection. In 4.0 and CIC 2015, Web Edition uses TLS for communication between the Web server and the IC server. With HTTPS there is a TLS tunnel obtained by the two web hosts (browser, proxy, or web server). Essentially it just puts a secure path for HTTP traffic to cross. Interaction Connect uses this from the Browser to the Proxy and then onto the IC Server. The 4.0 Web Edition client can use HTTPS from the browser to the Web Server, but it needs to be configured.	X	X
SIP Soft Phone Included SIP Soft Phone is a powerful application for desktop or laptop PCs that communicates via SIP for call control. It delivers the audio to the user through a supported USB audio device connected to a workstation. * Can use Soft Phone as a workstation.	X	*
Switchover CIC supports an automated switchover system. If an IC server ever fails, in less than 30 seconds the server can switch control to another mirror image IC server with minimal phone disruption. CIC administrators can also manually switch the “active” IC server with no phone disruption. It takes from 90 to 150 seconds for the CIC client to reconnect.	X	X
Media Types		
Call Interactions The client can handle both incoming, ACD-routed interactions, and calls initiated by the agent.	X	X
Callback Interactions Visitors to your company’s website can leave a request for an agent to call them back. A visitor starts the Callback process by clicking the appropriate button on a web page and completing information in a Callback dialog box. CIC routes the request as a callback interaction and it appears in the appropriate queue.	X	X
Chat Interactions A chat is a real-time, typed conversation between CIC client users or between a CIC client user and a remote chat participant browsing your company’s website.	X	X
Email Interactions CIC manages several types of email interaction, including incoming messages that are ACD-routed to the appropriate workgroup queue. Agents can use the CIC client to reply to email messages or initiate an email interaction on behalf of a workgroup. Interaction Desktop provides enhanced email views for managing email messages.	X	X
Generic Objects Some companies may incorporate tasks specific to their organization into the CIC client, and may implement the ability to route these ACD queue objects to agents or users within a workgroup. Examples include a request to author a knowledge base entry, a loan application for processing, or a CRM ticket.	X	X
IPA (work item) Interactions Interaction Process Automation (IPA) is a communications-based process automation system that manages business processes by routing work items to qualified and available members of your organization in a defined and controlled manner. A work item is a form that is presented to a CIC client user to gather information. Examples include customer orders, loan applications or service requests.	X	X
SMS Chat Interaction CIC links the original text message with a reply and preserves the entire SMS text conversation in an SMS Chat interaction. SMS routing can route replies to the original agent or use keywords to route the reply to another agent or queue.	X	X
Social Media Interactions PureConnect enables agents with the Social Media license to manage and respond to Facebook, Twitter, and WhatsApp social media posts, tweets, and direct messages. PureConnect administrators can configure Facebook, Twitter, and WhatsApp channels that create social media conversations or direct messages and route them as ACD interactions to the appropriate workgroup. Agents can also record Social Media Interactions and manage these interactions in the My Quality Results view.		X

Feature	CIC 2020 Rx	
	Interaction Desktop	Interaction Connect
My Interactions		
Assistance Agents can request assistance from their supervisor in handling an interaction.	X	X
Call Security indicators Customer Interaction Center provides call security that prevents others from listening in on a call or even determining which internal parties are involved in a conversation. Call security icons appear in My Interactions. They appear only if your station is configured to have secure calls and end-to-edge security. A closed lock icon indicates that a call is secure while an open lock indicates the call is not secure.	X	X
Coach Supervisors can add themselves to an agent's call and provide advice without the customer overhearing the coaching.	X	X
Conferencing: Tree view Conference calls appear in the queue views in a tree fashion. The conference call is the root interaction. The conference participant interactions appear below this root interaction.	X	X
Conferencing: Drag interactions together to conference Create a conference call by dragging and dropping a call on another call in My Interactions.	X	X
Customize Columns Arrange the order of columns, adjust column size, and sort the My Interactions view by one or more columns. These settings are persisted between logons in Interaction Desktop to the same IC server or in Interaction Connect to the same IC server from the same browser.	X	X
Desktop Alerts A desktop dialog box warns you of alerting interactions and other events. It pops up in the bottom right corner of your Windows desktop and fades automatically depending on the type of alert. * Camp only.	X	X
Details Column This column displays context-specific information based on the interaction type. <ul style="list-style-type: none"> For calls, it displays the Remote Address (phone number) that you dialed or the phone number of the party on an incoming call. For callbacks, it displays the subject entered by the website visitor requesting the callback. For email messages, it displays the email subject as well as an importance icon and an attachments icon, if needed. For chats, it displays the name of the user who last typed, and the text they entered. It also displays a typing indicator (icon) to indicate that someone participating in the chat is currently typing. 	X	X
Dial Pad The Dial Pad enables you to place a call, send DTMF tones to a connected call, or make selections from an automated telephone menu system. Also use the Dial Pad to dial and make another call while the selected interaction is on hold.	X	X
Hide Disconnected Interactions Configure the CIC client to remove interactions from My Interactions or other queue immediately after you disconnect them.	X	-
Interaction Notes Make notes or comments about a currently selected and active interaction.	X	X
Interaction Log The Log describes changes in an interaction's state. This information goes into a log file and is used for reporting purposes.	X	X
Recording and Listening Indicators In certain circumstances, and if the CIC client user has the appropriate rights, agents can see if another user or supervisor is monitoring an interaction.	X	X
Queue Control Toolbar Use the Queue Control toolbar to manage active interactions. Typical queue control toolbar buttons include: Pickup, Hold, Mute, Transfer, Voicemail, Disconnect, Join, Listen, Record, Pause, and Private. Interaction Command rights and Access Control rights determine which toolbar buttons (actions) are available to an agent.	X	X
Quick Call Rules Use a selected call in My Interactions or Call History to create a personal rule for managing future calls to or from the currently selected number.	X	-
Email Features		
Add Attachments Attach a file to an email message.	X	X
Add CC and BCC Add Carbon Copy and Blind Carbon Copy addresses to an email reply.	X	X
Start an Email Interaction on behalf of a workgroup Create an outbound email interaction on behalf of a workgroup. It can be included in CIC reports and statistics. Additionally, as an interaction, it could be processed by any custom email handlers you add to your CIC installation.	X	X
Inline image support Insert an image anywhere in an email message.	X	X

Feature	CIC 2020 Rx	
	Interaction Desktop	Interaction Connect
Enhanced Email views Manage email messages in these dedicated views. For ease of use, combine these views into a single email workspace. <ul style="list-style-type: none"> • Email List: Displays the email messages in the currently selected Email Folder. If you do not select a folder or do not display the Email Folders view, the Email List displays all the messages in My Interactions. • Email Folders: The available Email folders include: My Interactions, Inbox, Drafts, Workgroup queues, and User queue. • Email Preview: Displays the currently selected alerting or connected email message. • Email Editor: Use this editor to respond to an ACD-routed email message or start an email interaction of behalf of a workgroup. Note: If the CIC administrator determines that agents should use the MSHTML editing toolbar instead of the default Telerik toolbar, the Email Editor and Email Preview are not available. For more information, see the Interaction Administrator help.	X	-
Resolve email addresses Search for and use email addresses configured on your Exchange server - typically your company's employee email addresses.	X	X
Response management for email Insert stored responses into email replies. This includes text, such as a standard reply to frequently asked question, or a file attached to your email reply.	X	X
Spellcheck Spellcheck all outbound email messages and replies. Configure the CIC client to spell check email messages automatically and select the language used for spell checking. * Can use native browser spell checker.	X	*
Chat Features		
Intercom Chat A CIC user to CIC user chat is an Intercom chat. These internal chats can take place only between CIC users on the same IC server. Intercom chats are not limited to two participants and can include several CIC users.	X	X
Multi-party (conference) Chat Chat conferences can include both CIC users and participants outside the CIC system.	X	X
Turn timestamps on or off Configure whether each new chat entry displays a timestamp. This timestamp appears next to the text in the ongoing conversation in the Chat window and the Chat View. Timestamps reflect your local time (the time on your workstation), not the time zones of other chat participants.	X	-
Optional embedded chat view Use the Current Interaction view in Interaction Connect or the Chat view in the other CIC clients to handle multiple chat interactions in a single view. These views are an alternative to using multiple Chat Windows to manage multiple ongoing chats.	X	X
Response management for chat Insert stored responses into chat interactions. A stored response can be text, such as a greeting or a standard reply to a frequently asked question. Or, a stored response can be a file which you can send to a non-CIC user participating in a chat.	X	X
Separate popup window for chat interactions As an alternative to the Chat view, use separate Chat windows to handle one or more chat interactions. Each separate window has a full set of controls for participating in a chat interaction.	X	-
Spellcheck Right-click to find spelling suggestions for words underlined in red in your chat text. * Can use native browser spell checker.	X	*
Transfer files Send a file to a visitor who starts a chat session from your company's website (web chat). This function is not available when you are chatting with other CIC users (intercom chat). However, you can send text containing the file path to other CIC users.	X	-
Two-way file transfer Interaction Connect users can send files to website visitors who use the Web Chat widget. Administrators can also enable Interaction Connect users to receive files from these website visitors. Administrators can limit the types, number, and size of files a website visitor can send. An Interaction Connect user must invite the website visitor to send a file.	-	X
Web Chat Enhancements Enhancements include support for inserting an Emoji in a reply, quoting an earlier message in a chat conversation, and using multimedia in replies. Insert an https link to a video, an audio file, or an image. Interaction Connect embeds a video or audio file player or displays the image in the agent's view of the chat.		X
Flexible Interface		
Create multiple workspaces Workspaces are collections of views, like My Interactions and Call History. Create multiple workspaces with different collections of views. The CIC administrator can supply templates of workspaces with views geared to specific jobs.	X	-
Customizable Fast Status Buttons Designate selected CIC user statuses as favorites. Favorite statuses appear as CIC client buttons that you can click to change your status.	X	X
Enhanced Docking (Rearrange main GUI elements) Use flexible docking architecture to arrange views within the CIC client interface, placing them in more convenient locations to suit your needs. CIC saves the arrangement of your views when you exit the CIC client.	X	X

Feature	CIC 2020 Rx	
	Interaction Desktop	Interaction Connect
Screen Pop Features		
Execute an application (DDE) In-house developers can use Dynamic Data Exchange (DDE) to transmit information about an interaction to a third-party application. For example, In-house developers can use a generic object to access a third party application and then route this object to an agent's desktop. Dynamic Data Exchange (DDE) then enables IC to notify the third-party application of any changes the agent makes to this object. * Not possible in a browser.	X	*
Pop a URL In-house developers can route an interaction to an agent's desktop. When the agent picks up this interaction, it opens a browser window at that URL address. The agent can view information or take some action defined in the pop-up.	X	X
Operator Features		
Operator Console License Operator Console is a specialized version of the CIC client designed specifically for receptionists, company operators, contact center dispatchers, and other personnel who direct the flow of a large number of calls. The CIC client runs in Operator Console mode when the user or station has the Operator Console license.	X	-
Configurable Quick Keys Operator Console users can configure personal keyboard shortcuts and use them to navigate from one workspace or view to another. * Available for all Interaction Desktop users, not just Operator Console users.	X*	-
Directory Transfer Keyboard Shortcuts Operator Console users have keyboard shortcuts for Consult Transfer, Parking an interaction on a queue, Transferring interactions, and sending a call to Voicemail.	X	-
Enhanced Keyboard Shortcuts Operator Console users can press Enter to toggle a connected or alerting call between connected and hold states. Or press Shift+Enter to dial the default number for the currently selected directory entry.	X	-
Orbit Queue Operator Console users can view a list of all calls parked in numbered orbits. This feature is especially helpful for Public Announcement system operators who can park a call in Orbit, then page the recipient and relay that he or she has a call on a specific Orbit. The recipient can then move to any station and pick up the call.	X	-
Rapid Transfer Operator Console users can transfer a connected call by typing the number or by selecting a directory entry and pressing Enter .	X	-
Administrator and Supervisor Features		
Account Codes Configuration If you have the Master Administrator right and the appropriate Administrator Access rights, you can view, edit, delete, or add account codes from the Account Codes view. For more information, see Working with Account Codes in the Interaction Connect help.		X
Administrator views button Administrators with the appropriate rights now have a quick access button for the administrator views. These include shortcuts for the Account Codes view, Social Media view, Widgets view, and the Inbound File Transfer Settings dialog box.		X
Alerts Configuration If you have the Interaction Supervisor Plug-In: Workgroups license and enable Supervisor Features in Interaction Connect, you can configure your own alerts. An alert appears when a statistic enters a user-defined threshold, is within bounds, or is no longer within a range of values. For example, you can base alerts for telephone calls on calls longer than a specific duration, average hold time greater than a specific value, and many other metrics. Your active alerts appear in the Active Alerts view.		X
Client Templates Administrators and supervisors with the appropriate rights can create templates that affect the appearance and functionality of CIC clients. Administrators assign these templates to users, workgroups, and roles in Interaction Administrator. Interaction Desktop and Interaction Connect templates are not interchangeable.	X	X
Genesys Widgets Configuration Widgets are streamlined and lightweight elements you can add to your company's website to support activities like chatting with an agent or requesting a callback. Interaction Connect supports the configuration of Genesys Widgets for use in your company's website. These widgets are easy to configure and deploy by means of code snippets you include in your company's website.		X
Inbound File Transfer Configuration Administrators can configure the settings that control inbound file transfers from visitors to your website and Interaction Connect users. By default, inbound file transfers are not allowed unless administrator enables them. Inbound file transfers work only for website visitors using the Web Chat widget.		X
Social Media Configuration Administrators with Social Media Administrator Access can configure the Social Media feature in the Interaction Connect Social Media view. Administrators can enable the Social Media feature, connect to the Genesys Social Media processor, and configure separate Facebook and Twitter channels for social conversations and direct messages.		X

Feature	CIC 2020 Rx	
	Interaction Desktop	Interaction Connect
Stationless Logon Administrative, supervisor, Interaction Process Automation, Interaction Optimizer, Social Media, and other features are available without a station in Interaction Connect. Also agents can log on and handle interactions that do not require a station (like chats and emails) without consuming a Basic Station license. Interaction Connect hides or disables features that require a station when you log on without selecting a station. When you log on without a station or Client Access license, but have a Supervisor license, the Monitored Interactions view enables you to continue to monitor interactions that you are listening to or recording.		X
Directories		
Camp Watch for changes in another CIC user's status. You are alerted when the other user's status changes to an available type.	X	X
Change other User's Status If you have the appropriate right, use the Company Directory or other directory view to change another user's CIC status.	X	X
Company Directory The Company Directory contains contact information for every person in your company. However, the CIC administrator controls which names appear in this directory and which users can display it in the CIC client.	X	X
Customize Columns Reorder and resize the columns in a directory view. Also, sort the directory view by many of its columns, such as Department.	X	X
Directory Access Controls Access Control rights determine which directories CIC users can display. A Security Right determines whether CIC users can display the Workgroup and Profiles view. This view enables CIC users to transfer calls to workgroups and inbound call Attendant Profiles.	X	X
Directory Toolbar Use the Directory toolbar to simplify working with the contacts listed in your directories and managing the flow of incoming interactions. The Directory toolbar provides actions involving directory entries and active interactions. Typical directory toolbar buttons include: Dial, Transfer, Consult, Conference, Park, Properties, and Send to Voicemail. Some toolbar buttons such as Change User Status are reserved for users with the appropriate rights. * No Consult or Conference buttons.	X	X*
Hover Status Information This is a feature of the Web Edition client in 3.0. It enables agents to display CIC user status information. It was replaced in later versions and in other CIC clients by the ability to display a variety of status information columns in the Company Directory.	-	-
Public and Private Contacts Display Directories other than the Company Directory in the CIC client. These directories include general (public and private contacts in address books) and workgroup directories.	X	X
Searchable or Filterable Directories In a directory view, enter the first few letters of the column entry (if it's alphabetical), or enter the first few numbers (if it's numerical) in a search field. Columns that you cannot use for searches are indicated by dimmed search fields.	X	X
Sort Directories Sort a directory in ascending or descending order by clicking on almost any column heading.	X	X
Speed Dial Speed Dial views provide a quick way to dial frequently called contacts.	X	X
Station Directories If you have the View Stations Groups Access Control right, you can display a directory of station groups.	X	X
Update Contact's Properties With the appropriate rights, you can add, edit, and delete entries in directories.	X	X
View Contact's Properties View a directory contact's complete phone number and address information. This can include home, cell phone, pager and fax numbers and even an assistant's name and phone number, if available.	X	X
View User Status in Company Directory With the appropriate Access Control rights, you can display a variety of CIC status information columns. This includes Status, Status Notes, Forward Number, On Phone and Logged On indicators, and Time in Status.	X	X
Workgroup Directories If you have the View Workgroups Access Control right, you can display a directory of workgroups.	X	X
Transfer		
Basic Transfer Transfer an interaction to a selected number or directory entry without talking to the recipient first.	X	X
Consult Transfer Transfer an interaction after speaking with the intended recipient. If the intended recipient does not answer the phone, you can resume your conversation with the caller; park the call on the intended recipient's extension; transfer the call to the intended recipient's voice mail; or transfer the call to another person.	X	X
Drag and Drop Transfer to a Directory Transfer a call to an extension inside your organization or to an external phone number by dragging it from My Interactions and dropping it on a name in the Company Directory or other directory.	X	X

Feature	CIC 2020 Rx	
	Interaction Desktop	Interaction Connect
Drag and Drop, Consult, Park, or Send to Voicemail You have several options for transferring interactions, including Drag and Drop transfer, Consult transfer, Parking an interaction on another CIC user's extension, or sending an interaction to Voicemail.	X	X
Park Park a call directly on another CIC client user's extension. This places the call on hold on the recipient's My Interactions queue.	X	X
Right-click Transfer, Consult, Park, or Send to Voicemail Select an interaction and right-click a directory entry, and then select a desired transfer option.	X	-
Status		
Auto Status Changer The Auto Status Changer changes your CIC status when your screen saver turns on or off or when you lock or unlock your workstation. It can change your status back to what it was originally or change it to a pre-selected status.	X	-
Change Other User's Status If you have the Change User Status Access Control right, you can change another user's CIC status in the Company Directory or other directory view.	X	X
Multiple Forwarding Statuses CIC provides "Available, Follow me" and "Available, Forward" statuses. The CIC administrator can configure additional Forwarding statuses in Interaction Administrator.	X	X
Status Until Date/Time Set a date and time for your return when you select certain statuses, such as "Out of the Office." This information can appear in the Company Directory view.	X	X
Status Notes Status notes provide additional information on a user's status. Create status notes when you set status details. Status Notes can appear in the Company Directory view.	X	X
Unavailable Status Reminder When you are in an unavailable status, the CIC client status icon in the Windows task bar blinks for 2 minutes every 10 minutes to remind you of your unavailable status. * Not possible in a browser.	X	*
Configuration Options		
Alerting / Ring Sounds Assign distinctive sound files to alert you of new calls, chats, e-mails, or other interactions. Configure Interaction Desktop to pop to the foreground when an incoming interaction arrives. Interaction Connect desktop alert dialogs automatically notify you of alerting interactions and other events.	X	X
Call Coverage Use Call Coverage to forward your calls if your status is "Available, Forward." Use call coverage to enable another user to answer your calls.	X	-
Customized Buttons Support The CIC administrator can create custom buttons for the Queue Control toolbar which appears on the My Interactions view and other queue management views. A custom button can invoke a handler or launch a local application. * In Interaction Desktop, custom buttons can also appear in interaction forms for calls, chats, e-mails, callbacks, or work items. Interaction Connect uses the Current Interaction view which does not have a button toolbar.	X	X*
Distinctive Ring Tones for Managed IP Phones A Managed IP Phone is set up, configured, and managed in Interaction Administrator. The CIC administrator can configure distinctive ring tones for incoming Internal, External, and Direct Dialed calls for managed IP phones.	X	-
Forward Configuration Configure different forwarding options for when your status is "Available, Forward" or in a "Do Not Disturb," status. Also configure forwarding options for when you are already on the phone or if you don't answer.	X	X
Follow Me Configuration Set up follow-me routing in the CIC client to handle calls when you are away from the office. The CIC client searches for you at different telephone numbers by consecutively calling the telephone numbers in a follow-me routing list. After locating you, the CIC client transfers the call to you at that location.	X	X
Record Personal Prompts Personal prompts are messages you record which are played to people who call you. The specific prompt played depends on your status. The default statuses are divided into two categories; DND (Do Not Disturb) and a form of Available. Record a different message for each type of status. Also record your name, general greeting, and a message for when you don't answer the phone.	X	X
Voicemail and Fax Paging Select the methods used to alert you when you receive a fax or voice mail. Also control whether you receive these alerts at any time of day or only during specific hours.	X	-
"When I Place a call" Personal Rule Create personal rules to process calls that you place. For example, create a personal rule to mark your calls to specific numbers as private, set conditions such as your status at the time, perform actions such as changing your status, and configure exceptions to the rule based on the current time or other factors.	X	-

Feature	CIC 2020 Rx	
	Interaction Desktop	Interaction Connect
Miscellaneous Features		
Accessibility Interaction Desktop includes accessibility enhancements based on AODA-UK (Accessibility for Ontarians with Disabilities Act) guidelines. The views with improved accessibility include the main screen, My Interactions, Interaction Information, Call History, Company Directory, and the Log On dialog box. For more details, see Accessibility Compliance in the Interaction Desktop help. Interaction Connect includes accessibility enhancements based on WCAG (Web Content Accessibility Guidelines). This includes JAWS screen reader support, keyboard navigation, and a new Command Palette for command shortcuts. For the visually impaired, there are higher contrast ratios for text and links and support for content resizing up to 200%. For more details, see Accessibility Enhancements in the Interaction Connect help.	X	X
Account Codes Account codes organize interactions by customer. This feature is useful for customer billing purposes, or if you process interactions through CIC for more than one company. The CIC administrator can generate reports to categorize call details by account codes. Agents can assign account codes to incoming and outgoing interactions or from any Interaction Object (such as calls, email messages, chat sessions, or callback objects).	X	X
Add-in Architecture An add-in is a piece of customer code or customer GUI that the CIC client detects and loads into a secure context, protecting both the CIC client and the customer from potential problems. This piece of code can then interact with core CIC client functionality without risk. This enables in-house developers to add custom features to the CIC client interface.	X	X
Agent Statistics The Agent Statistics view summarizes the activity of a single agent in a selected workgroup. This view enables supervisors to manage agents. Agents can also use this view to monitor their own statistics.	-	X
Auto-play ACD Routed Voicemails When someone leaves a voice mail for you, CIC sends an email message to you with an attached voice mail file. This message appears in your email client. If Interaction Voicemail Player is installed on your workstation and configured to play voicemails automatically, when you open an email message that has a voice mail attachment, the CIC voice mail form opens and begins playing your voice mail message.	X	-
Call History The Call History view displays a list of your incoming and outgoing calls. Some of the call information available includes Start date and time, End time, Number, Name, and Disposition. By default, the newest call appears first, it can be sorted by clicking on any column heading. Your preferred sort order is used anytime you view Call History.	X	X
Co-browse for CIC The Co-browse feature enables Interaction Connect users to give a visitor to your company's website direct assistance on a webpage. With the consent of the website visitor, an Interaction Connect user can take full or limited control of the visitor's screen and interact directly with the webpage.		X
Dial on Behalf of Workgroup An agent can associate an outbound call with a workgroup. Primarily used for administrative and reporting purposes, this feature enables the call to count towards an agent's and the workgroup's statistics.	X	X
E911 Emergency Calls PureConnect supports E911 (Enhanced 911) for emergency calls. E911 provides a caller's location information to 911 dispatchers. PureConnect routes the 911 call to the nearest PSAP (Public Safety Answering Point) based on this emergency location information. This routing enables emergency services to be dispatched quickly to your exact location. The E911 service provider, West Corporation, validates and provisions this emergency location information. * Interaction Connect users can update their emergency details for managed and non-managed stations only from Interaction Connect or Interaction Administrator. Agents who log on through WebRTC or a Remote Number can update emergency information only through Interaction Connect. To update their E911 information, agents can select the Update Emergency Info option from the Interaction Connect menu.	X	X*
Easy Keyboard Navigation Keyboard shortcuts are available for many of the commands, buttons, and fields in the CIC client. Interaction Desktop users can also configure Quick Keys (personal keyboard shortcuts) to navigate from one workspace or view to another.	X	-
Enter Name or Number to Dial Make a call by typing the phone number from your computer keyboard instead of dialing it on your telephone. Or enter part of a name to look up and then dial a number.	X	X
Fax Viewer List The Fax Viewer List view provides a convenient place for you to see all the faxes that CIC has delivered. Use this view to review, delete, save, or remove copies of your faxes. The Interaction Fax Viewer opens and displays the faxes selected from this view.	X	X
Flash Chat Tray Item on Update If you use the Chat window to manage chats and have minimized or hidden it, configure the Chat window to pop to the foreground when anyone adds new text. If you don't select this configuration option and the Chat window is minimized or is not the active window, the Windows taskbar CIC client button flashes when new text is added. * Has an equivalent feature in a toast notification on update.	X	X*

Feature	CIC 2020 Rx	
	Interaction Desktop	Interaction Connect
Interaction Optimizer integration Interaction Optimizer is a Workforce Management (WFM) application that enables administrators to effectively schedule resources. Interaction Optimizer is an optional component of Customer Interaction Center (CIC). Administrators can generate schedules based on forecasted demand and available resources. Administrators can also analyze and modify generated schedules when necessary. Agents can view their schedules, receive schedule reminders, submit time off requests, and trade shifts in both Interaction Desktop and Interaction Connect. * Interaction Desktop users can also rank and bid on schedules and see Real-Time Adherence reminders when their status does not match their scheduled activity.	X*	X
Interaction Process Automation Integration Interaction Process Automation (IPA) is a communications-based process automation system that manages business processes by routing work items to qualified and available members of your organization in a defined and controlled manner. A work item is a form that is presented to a CIC client user to gather information. Examples include customer orders, loan applications or service requests.	X	X
Interaction Quality The My Quality Results view provides secure access to scorecards and their associated recordings. You can review recordings of your interactions and acknowledge scorecards for these interactions. You need the Interaction Quality Monitoring Agent license to view and use the My Quality Results view. Note: The My Quality Results view also requires that you use HTTPS certificates signed by a third-party certificate authority for the CIC server and any associated Interaction Recorder Remote Content Service servers and for proxies forwarding traffic by HTTPS.		X
Interaction Scripter integration The Interaction Scripter integration enables you to process outbound calls placed by Interaction Dialer. The new Interaction Scripter view contains information pertaining to the call, the customer, and the campaign, based on behavior defined in a script. This information appears in a form that you complete. All information that you collect or modify during the call is routed back to database tables. This basic scripting support is very similar to the features available in the Interaction Scripter view in Interaction Scripter .NET Client (sometimes called the Dialer client.) As of CIC 2018 R3, this integration supports custom campaign scripts.		X
Language Selection on Log On If your CIC administrator installed Language Packs on the IC server, you can select a language other than English for the CIC client interface and help. The Change Language option is available when you log on to the CIC client.	X	X
Listen to Someone Leaving a Voicemail With the appropriate Security right, you can listen to someone leaving a voicemail for you. Or listen to someone leaving a voicemail on a queue you have the appropriate Access control right to monitor.	X	X
Monitored Appearances Monitor selected user, workgroup or role queues. Access control rights determine which queues a user can monitor and modify (that is, perform CIC client functions such as pick up calls, listen in on calls, place calls on hold, change status, and so on).	X	X
Personal Rules Personal rules automatically manage your interactions. After you create a rule, CIC applies the rule when you place a call or when a call is placed directly to you (a non-ACD interaction). Personal rules can display an alert when you receive a call from a designated number or send the call directly to voicemail.	X	-
Pickup Call from Voicemail in Progress If you have the appropriate rights, you can pick up any call in My Interaction or on any queue you have the right to modify. This includes calls where a voicemail is in progress.	X	X
Playback Voicemail Use Interaction Voicemail Player, Voicemail Message View, Voicemail Message List, your designated audio player, or the voicemail features on your telephone to play your voicemail messages.	X	X
Real-time Adherence Messages Interaction Optimizer is a Workforce Management (WFM) application that enables administrators to effectively schedule resources. Interaction Optimizer is an optional CIC component. Agents with the appropriate licenses and rights can use the Schedule Adherence section of the My Schedule view to monitor and improve their adherence to the published schedule.	X	-
Recently Dialed Number History A list of names and numbers an agent recently called is available from either the Enter a name or number to dial drop-down list or the Call History view. The agent can click a number in the list or view to redial the number.	X	X
Refresh Fax List If agents delete faxes directly from their email program, they can click the Refresh the List button to synchronize the Fax List with their email Inbox. * CIC refreshes the Fax List automatically in Interaction Connect.	X	X*
Refresh Voicemail List If agents delete voicemail messages directly from their email program, they can click the Refresh to synchronize the Voicemail List with their email Inbox. * CIC refreshes the Voicemail List automatically in Interaction Connect.	X	X*

Feature	CIC 2020 Rx	
	Interaction Desktop	Interaction Connect
Response Management Response Management enables agents to use pre-defined items such as messages and stored files to handle interactions more quickly. Your CIC administrator can create system-wide response items and organize them into categories. Your CIC administrator can then grant the necessary rights for all or selected users to use a particular library of response items. CIC client users with the appropriate rights can create personal responses. CIC client users can create and edit only their personal responses. Personal responses are private and are not available to other CIC client users.	X	X
Scheduled Activity Reminders Interaction Optimizer is a Workforce Management (WFM) application that enables administrators to effectively schedule resources. Interaction Optimizer sends reminders to alert scheduled agents of upcoming scheduled activities.	X	X
Screen Pop Screen pops can launch site-specific applications for incoming ACD interactions. Enhanced screen pop capability directs the CIC client to automatically launch, or pop, specific applications when agents receive interactions within their ACD queue.	X	X
Secure Pause a Recording An agent can use Secure Pause to avoid recording sensitive information, such as a Social Security number or credit card number, during a call.	X	X
Speed Dial with "On Telephone" indicator Speed dial entries display an icon that indicates if the CIC user is currently on the telephone.	X	-
Snippet Recordings Agents with a Recorder Access license and the appropriate rights can create SASF (Secure Authenticated Stream Format) interaction recordings that are stored in the CIC database. CIC administrators and supervisors use Interaction Recorder to configure and manage snippet recordings. Authorized ICBM users can use the Interaction Recorder module to search for and play back snippet recordings.	X	X
Supervisory Assistance Response Workgroup supervisors can receive assistance requests from CIC client users. These supervisors logged in and running IC Business Manager or Interaction Supervisor. This supervisor can use the Agent Assistance dialog to text chat with the agent, and use call action controls in the CIC client to Listen, Coach, Join, Record, Pickup, or Disconnect the interaction.	X	X
Supervisory Messages in Status Bar CIC administrators can easily communicate with selected users, workgroups, or roles by means of brief messages (client memos). An administrator creates these client memos in Interaction Supervisor and they appear in the CIC client. There are two ways agents can receive these client memos: desktop pop-ups and notifications. Notifications appear in the Status Bar. The CIC client notification area contains the text of the latest client memo. Depending on the CIC client, multiple client memos can scroll or appear in a tooltip.	X	X
Tracker Directories Interaction Tracker is an optional feature that requires a Tracker Feature license. Users need a Tracker Access license and the appropriate rights. Interaction Tracker Filtered Directories views are custom directories of Interaction Tracker contacts and contain only "Public" (available to all users) contacts.	X	-
Tracker Related Items or Journey Map Interaction Tracker maintains history of interactions between agents and outside contacts. It requires a Tracker Feature license. Users need a Tracker Access license and the appropriate rights. Agents can view interaction histories related to the current selected interaction. They can view the details of these interactions and display a recording, if one exists. In Interaction Connect, these related interactions appear in the Journey Map view. In Interaction Desktop, these interactions appear in the Related Items view.	X	X
Voicemail List The Voicemail Message view or Voicemails List enables agents to view a list of their current voice mail messages and play them back. The view or list includes all messages not yet deleted, including both previously played and unheard voicemail messages.	X	X
Voicemail Playback Control: Remote Number The Interaction Voicemail Player enables agents to play back voicemail messages to a remote telephone.	X	X
Voicemail Playback Controls: Volume and Speed The Interaction Voicemail Player enables agents to control both the volume and speed of voicemail message playback.	X	X
Workgroup Activation In order to receive an ACD workgroup call, agents must be logged onto the CIC client, have their workgroup activation status set to Active, and set their status to an "Available" type. If agents have the Activate Self Access control right, they can set their workgroup activation status in the CIC client.	X	X
Workgroup Activation Management A user who has an Interaction Supervisor Plug-In: Workgroups license and who has enabled supervisor features can manage other users' workgroup activation status from various places in Interaction Connect. This includes the Company Directory, Workgroup directories, Agent Statistics view, .Workgroup Statistics view, and the Workgroup Overview.		X

Feature	CIC 2020 Rx	
	Interaction Desktop	Interaction Connect
<p>Workgroup and Queue Statistics (Basic)</p> <p>Agents with the appropriate rights can view Shift/Period statistics for selected workgroups. These statistics include:</p> <ul style="list-style-type: none"> • Number of interactions waiting on the workgroup queue. • Total number of agents working on inbound ACD interactions in this workgroup queue. • The longest connection time of any of the currently connected interactions. "N/A" indicates no interactions are currently connected. • Total number of agents performing after call wrap-up work to conclude an inbound ACD interaction on this workgroup queue. • Total number of agents in this workgroup who are logged on, regardless of their status. • The longest amount of time any of the interactions presently in this workgroup queue have been waiting to be picked up. • The total number of agents in this workgroup who are logged in, have an "Available" status, and are activated. • Total number of agents performing after call wrap-up work to conclude an outbound ACD interaction on this workgroup queue. 	X	X
<p>Wrap-up Codes</p> <p>Wrap-up codes indicate the nature of an interaction; for example, a billing problem, a new order, or a service request. The CIC administrator can generate reports to categorize call details by wrap-up codes. Agents can assign wrap-up codes to incoming and outgoing interactions.</p>	X	X

CIC 2020 R4, October 7, 2020