

OpenText™ Qfiniti ICE

Manage regulatory and business compliance challenges intelligently and in real time

In an increasingly regulated business environment, companies face challenges to consistently manage recorded interactions in alignment with enterprise information and process obligations. OpenText Qfiniti ICE enables multichannel data capture, interaction tagging and classification, and real-time compliance by intelligently synchronizing employee desktop and web usage with live enterprise interactions.

Ensure business process compliance

Qfiniti ICE delivers a new class of enterprise interaction analysis 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 business-defined actions. Qfiniti ICE enables the enterprise to:

- Adhere to strict compliance requirements for PCI, HIPAA, etc.
- Capture only relevant contact center interactions based on defined business parameters
- Manage recorded audio and text interactions in line with compliance obligations
- Improve pan-enterprise search-based operations for performance evaluation, compliance, and eDiscovery

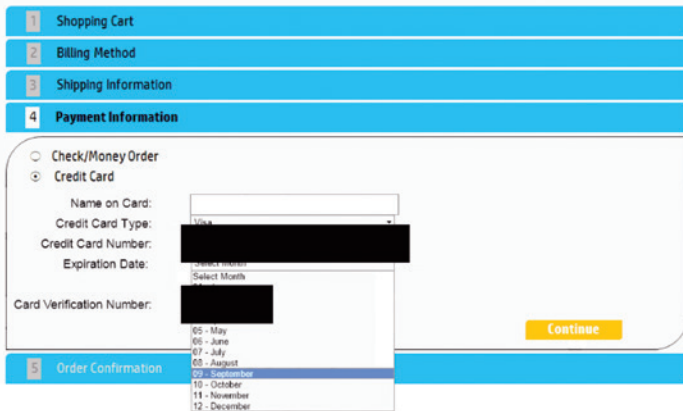
When integrated with OpenText™ Qfiniti Optimize for desktop analytics and real-time agent guidance, the ability to define, track, and measure workflows becomes even more powerful:

- Increase business insight by analyzing critical business data within captured interactions
- Support workforce management initiatives such as workforce optimization and employee productivity

(For more information regarding business process compliance, please refer also to the OpenText Qfiniti Optimize product solution brochure)

PRODUCT HIGHLIGHTS

- *Real-time compliance management*
- *Intelligent multichannel data capture, interaction tagging, and auto-classification*
- *Centralized policy management of voice, screen, email, and chat interactions and related metadata*
- *Continuous monitoring of desktop and server events*
- *Interaction activity control based on well-defined business rules*
- *Support for PCI-DSS and industry compliance requirements*
- *Application-independent architecture works with all software and web-based applications*
- *Language independent and massively scalable deployment*
- *Seamless integration with OpenText™ Qfiniti modular product suite*



Qfiniti ICE automatically redacts customer-sensitive data from call and screen recordings.

Manage interactions intelligently

Qfiniti ICE dynamically monitors desktop activity in order to capture, tag, classify, and control relevant audio, email, and IM interactions. This product enables business and compliance executives to establish customized trigger events that target specific interactions important to the company. It 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, Qfiniti ICE can start, stop, or pause a 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 and automatically redact customer-sensitive data in compliance with Payment Card Industry Data Security Standards (PCI-DSS), such as the credit card or CCV number, product, customer, or competitive information.

Qfiniti ICE intelligently manages the following interaction operations:

- Starts and stops recording 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 PCI-DSS
- 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 for deep segmentation analytics, including:

- Relevant customer data
- Type of call
- Sales of products or services
- Customer inquiries
- Competitive intelligence
- Service information

Ensure compliance with customizable triggers

Qfiniti 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, Qfiniti ICE alleviates the time needed to do this manually, while eliminating the likelihood of human error.

Enforce PCI-DSS compliance and audio governance

Qfiniti ICE delivers an unprecedented level of compliance to email, IM, and audio recordings to ensure all interactions are managed within regulatory and corporate policies. It provides the option of setting triggers to identify sensitive materials within interactions and then automatically mask or mute the information based on business need.

Companies that are required to meet PCI-DSS regulations can now comply with the requirement that credit card, CCV, CVV, and CID codes not be stored after authentication is completed, even in call recordings, if the data is searchable.

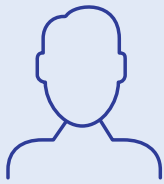
Qfiniti is the only solution that provides audio governance with the same accuracy and security as traditional documents and text based communications. Qfiniti ICE can apply such policies as retention schedules, disposition management, and legal holds, ensuring an optimum level of compliance with industry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

Benefit from enterprise-class architecture

Qfiniti ICE is a streamlined solution that installs quickly and easily, requiring very few network resources. It’s policy-driven through a centralized policy server, with trigger customization and definition directly from any browser-based interface. The Qfiniti ICE architecture seamlessly connects to the entire OpenText Qfiniti product suite and other enterprise information systems, enabling targeting across all desktop applications.

- Operates seamlessly across all Qfiniti products
- Centralized policy server for automated data management
- Application-independent architecture
- Operates on any Microsoft® Windows® XP or Windows 7 desktop

OpenText Qfiniti ICE benefits



For the customer

- Protect sensitive customer data
- Promote customer trust in sensitive data management



For the agent

- Adhere to strict compliance requirements for PCI, HIPAA, etc.
- Capture only relevant contact center interactions based on defined business parameters
- Manage recorded audio and text interactions in line with compliance obligations



For the company

- Protect the company's legal obligation to securely handle sensitive customer data
- Improve pan-enterprise search-based operations for performance evaluation, compliance, and eDiscovery

OpenText WFO software portfolio

INTERACTION RECORDING	DESKTOP CONTROL	PERFORMANCE MANAGEMENT	DESKTOP ANALYTICS	CUSTOMER SURVEYS	ANALYTICAL SCORING	WORKFORCE MANAGEMENT	ONLINE TRAINING	VOC ANALYTICS
Multichannel capture PCI DSS compliant	Muting and masking Metadata attach	Quality monitoring Evaluation planning	Application monitoring Real-time guidance	Multichannel surveys Integrated and actionable	Automated scoring Speech-enabled	Scheduling and forecasting Mobile engagement	Integrated e-learning SCORM compliant	Multichannel connectors Centralized VoC
OpenText™ Qfiniti Observe	OpenText™ Qfiniti ICE	OpenText™ Qfiniti Advise	OpenText™ Qfiniti Optimize	OpenText™ Qfiniti Survey	OpenText™ Qfiniti AutoScore	OpenText™ Qfiniti Workforce	OpenText™ Qfiniti Expert	OpenText™ Explore Analytics
OpenText™ Explore Voice of Customer (VoC)—Multichannel analytics								
Qfiniti On-premises Modular WFO suite					Qfiniti Managed Services Managed and Cloud Services			

Setting a new benchmark for workforce optimization, the OpenText WFO software portfolio includes the full suite of OpenText Qfiniti products, engineered to operate seamlessly together. They can be deployed as a single, comprehensive solution or as individual, standalone products to solve your most urgent contact center

management needs. OpenText™ Explore delivers Voice of Customer, speech, and multichannel analytics; and OpenText™ Qfiniti Managed Services provides the entire Qfiniti portfolio on a managed, high density server system.

opentext.com/qfiniti

www.opentext.com/contact