

Interaction SIP Station™

Simple. Affordable. Reliable.

The *Interaction SIP Station* is a SIP-based device designed for the contact center and enterprise environment, using power over Ethernet, with physical controls for volume, mute, on-hook/off-hook, and emergency/urgent speed dial autodial. With its superior quality audio performance, the Interaction SIP Station offers a low-cost alternative to basic IP phones, softphones with USB headsets, and high-priced high-end multimedia phone devices.

For agents and enterprise users, utilize the Interaction SIP Station with the Interactive Intelligence interaction Client® for full-featured call control. Overall, however, use the Interaction SIP Station to improve your enterprise and contact center operations, and budget.

Improve audio quality over a traditional softphone. The problem with using USB headsets in conjunction with a softphone is that the audio processing is shared with the other demand on the computer. Unfortunately, whenever the computer's CPU gets busy with other tasks such as video or spreadsheets, audio quality can suffer from lost or choppy audio. No worries. The Interaction SIP Station is designed with a dedicated chip set for audio processing to prevent potential audio quality issues.

Realize savings across your enterprise and contact center. Equipment budgets in a contact center are based partially on an inventory of physical devices, including the number of required phones. Such budgets and inventories should instead weigh the functionality in all those phones. The fact is, as other vendors push more capabilities into their telephone offerings, they're actually charging more for the added functions and trying to disguise the increased cost. But added up for your devices inventory and equipment budget, the Interaction SIP Station presents a significant savings across your contact center in that its retail price is roughly half the price of a basic IP phone, and a fraction of the cost of higher-end telephones.

Phone functionality... or precise and intuitive call control from the desktop? Ask your agents. When call control functions come from a tiny display or programmable buttons on a telephone, call control is anything but easy. Use the Interaction SIP Station with CIC's Interaction Client application running on the desktop, and call control is straightforward using a full keyboard and mouse, with a quality audio path throughout.

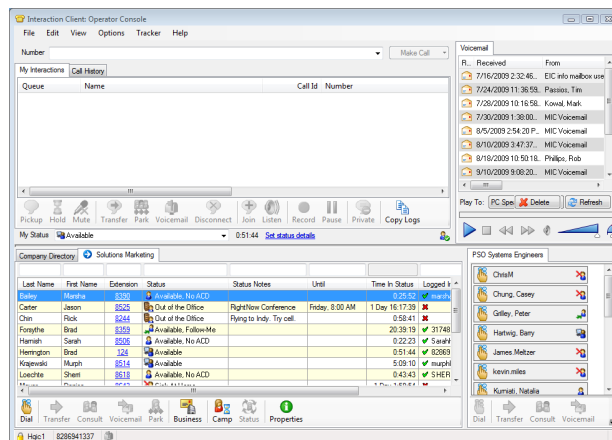
Agents, supervisors and enterprise business users alike get intuitive point & click functions for speed dial, transfer, conferencing, one-button recording, queue visibility, voice mail, presence, company directories, caller ID, call history and more.

Key features

- Programmable speed dial
- Pick-up/disconnect
- Volume control
- Mute
- Multi-function status LED
 - Idle, alerting, on a call, muted, volume up/down
- 4.5" (11.43cm) x 4.5" (11.43cm) x 1.5" (3.81cm)

Leverage the SIP standard for flexibility, easy installation and security. The Interaction SIP Station is fully compliant with the SIP communications standard. That makes it flexible enough to work in most global deployments, including EU countries; easy to install without taking up valuable IT resources; and secure, based on SIP's many inherent security measures for IP communications and end-user devices.

Prevent unauthorized outbound calls. Without a keypad, Interaction SIP Station users can't make outbound calls that aren't authorized. With all such calls initiated through the Interaction Client application running on the desktop, any outbound call by any user is effectively tracked and reported on.



Requirements

Used in conjunction with Customer Interaction Center®(CIC) and Interaction Dialer®, the following are required.

- CIC 3.0, minimum
- If Interaction Dialer, version 3.0 minimum, with any applicable Service Updates installed
- If Interaction SIP Proxy™ server (available on the Interactive Intelligence Support site), version 3.0.019 or greater

VoIP Signaling Protocols

- SIP: RFC 3261, RFC 2327 (SDP)

Data Protocols

- IPv4, TCP, UDP, ICMP, ARP, DNS
- 802.1p/Q for Traffic Priority and QoS
- ToS (Type of Service) field, indicating desired QoS DHCP Client
- NTP Client

Media Processing

- Voice coders: G.711, G.723.1, G.729A/B, G.722
- Acoustic echo cancelation: G.168-2004 compliant, 64-msec tail length
- Adaptive jitter buffer 300 msec
- Voice activity detection
- Comfort noise generation
- Packet lost concealment
- RTP/RTCP packetization (RFC 3550, RFC 3551)
- DTMF relay (RFC 2833)

Telephony Features

- Speed dial
- Pickup
- Disconnect
- Switchover/failover support

Configuration/Management

- Web-based management
- Auto-provisioning for firmware and configuration file upgrade
- DHCP options for auto-provisioning

Hardware

- **Connectors interfaces**
 - 2 x RJ-45 ports (10/100BaseT Ethernet) for WAN and LAN
 - PoE: IEEE802.3af
 - RJ-9 port (jack) for handset
- **Mounting**
 - Wall mounting
- **Power**
 - Class 1 PoE
- **Keys**
 - Emergency speed dial
 - Pickup/disconnect
 - Mute
 - Volume up
 - Volume down
- **Multi-function status LED**
 - Idle
 - Call alerting
 - On mute
 - Volume up/down

Save power... save space

Less is better. Put a few reference manuals and price list catalogs on an agent's workstation desk, and space for a phone is at a premium. At 4.5 inches (11.43cm) wide, 4.5 inches (11.43cm) tall and 1.5 inches (3.81cm) deep, the Interaction SIP Station takes up less desktop space or even mounts on an office or cubicle wall. This measurement is even better. With its Class 1 PoE for power, an individual Interaction SIP Station consumes less power than most traditional desktop telephones



Photos not actual size, but are proportionate in dimension



Interactive Intelligence offers unified business communications solutions for contact center automation, enterprise IP telephony, and business process automation. More than 3,000 organizations worldwide currently benefit from the company's open, standards-based, all-in-one IP communications software suite, which can be deployed as a premise-based or Communications as a Service (CaaS) solution.

At Interactive Intelligence, it's what we do.

© 2009 Interactive Intelligence, Inc. All rights reserved.

World Headquarters

7601 Interactive Way
Indianapolis, IN 46278 USA
+1 317 872 3000 voice and fax

EMEA

Thames Central, Hatfield Road
Slough, Berkshire, SL1 1QE
United Kingdom
+44 (0)1753 418800 voice and fax

Pub. 1109

Asia Pacific

Suite 24.5 Level 24 Menara IMC
8 Jalan Sultan Ismail
50250 Kuala Lumpur
Malaysia
+603 2776 3333 voice
+603 2776 3343 fax

www.inin.com