**Autonomy Interaction Control Element**

**Overview**

Frontline employees are interacting with customers through a diverse set of touchpoints, including phone, web, email, and IM/chat. Companies must be able to capture, analyze, and act on all these touchpoints 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), built on the Autonomy Intelligent Data Operating Layer (IDOL) platform, is the first solution to enable multichannel data capture, interaction tagging and classification, and realtime 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.

**Intelligent Interactions**

Autonomy ICE dynamically monitors desktop activity in order to capture, tag, classify, and control relevant audio, email, and IM interactions. Autonomy ICE enables business and compliance executives to establish customized trigger events that target specific interactions important to the company. Autonomy 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, and developing an understanding of the end-user’s desktop activity, Autonomy ICE can automatically start or stop recording, attach metadata to an interaction, or classify an interaction according to business rules. In addition, Autonomy 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 needed.

- 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 (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
- Attaches relevant business data to an interaction for deep segmentation analytics, such as:
  - Relevant customer data
  - Type of call
  - Customer inquiries
  - Competitive intelligence
  - Sales history of products or services
  - Service information
Customizable Triggers

Autonomy ICE provides a broad array of options to establish 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. Triggers can include setting 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 reduces costs and human errors associated with doing this manually.

PCI Compliance and Governance for Audio

Autonomy ICE delivers an unprecedented level of compliance to email, IM, and audio recordings. The software provides the option of setting triggers to identify sensitive materials within interactions and automatically mask or mute the information based on their business need.

Companies that are required to meet Payment Card Industry Data Security Standards (PCI DSS) can now comply with the requirement that credit card CCV, CVV and CID codes not be stored after authentication is completed if the data is searchable - even in call recordings. Autonomy is the only solution that provides audio governance with the same accuracy and security as traditional documents and text based communications. Autonomy 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. The Autonomy ICE architecture seamlessly connects to Autonomy Qfiniti 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 Autonomy Qfiniti 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, an HP Company, is a global leader in software that processes human information, or unstructured data, including social media, email, video, audio, text and web pages, etc. Autonomy’s powerful management and analytic tools for structured information together with its ability to extract meaning in real time from all forms of information, regardless of format, is a powerful tool for companies seeking to get the most out of their data. Autonomy’s product portfolio helps power companies through enterprise search analytics, business process management and OEM operations. Autonomy also offers information governance solutions in areas such as eDiscovery, content management and compliance, as well as marketing solutions that help companies grow revenue, such as web content management, online marketing optimization and rich media management.

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