

Agent

Agent is built for peak productivity and well-being. It seamlessly integrates multi-channel communication (voice and text) for a unified experience.

Revolutionize your contact center with Agent, an intuitive application that empowers agents to deliver exceptional customer service. Its user-friendly interface seamlessly integrates all their tasks, freeing them from the struggles of inefficient processes and a poorly designed User Interface (UI).

Streamline agent workflows for superior customer service

Empower agents to effortlessly switch between channels, ensuring a smooth and consistent customer experience across multiple communication platforms. From phone calls to emails, chats and SMS, agents can handle multiple channels with ease, eliminating the need for disjointed workflows.

With real-time access to customer data through data dips and journey data, agents can deliver personalized and efficient service. Intelligent hunt group and skill routing ensure that customers are connected with the most qualified agents, optimizing resolution times and enhancing overall customer satisfaction.

The agent dashboard is a valuable tool for supervisors, coaches and managers because it provides real-time information on call volumes, agent capacity and the current

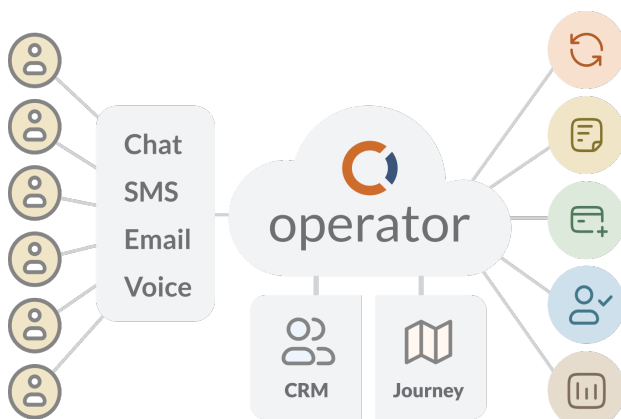
engagement status. By utilizing reports and dashboards, stakeholders can easily monitor and manage agent activities.

Agent supports the well-being of your agents by minimizing learning curves for new agents and reducing burnout among experienced ones. The standardized controls and user-friendly interface streamline the communication processes, allowing agents to focus their attention on the customer.

Agent empowers your staff with the tools and capabilities they need to excel in their roles within the contact center. By seamlessly integrating channels, streamlining tasks and prioritizing customer service, Agent contributes to a superior customer experience while promoting well-being and operational excellence.

Benefits

- Leverage multiple channels with Voice, SMS, Email and Chat
- Display client data, Interactive Voice Response (IVR) information and data dips
- Experience a thoughtful, intuitive interface
- Easily onboard new agents
- Reduce burnout
- Boost your customer service with dynamic scripts
- Route customers to their preferred agents with aptitudes and skills-based intelligent conversation routing



Features

- Save time with predictive, manual, preview dialing and scheduled callback voice calling
- SMS, email and chat unified text channel
- Accept multiple calls and add members with a simple hold solution
- Queue and monitor calls to prevent idle agents on hold
- Increase efficiency with voicemail and both group and individual extensions
- Soundboards and machine delivery messages
- Adjust the microphone and speaker
- Collect more payments with agent-assisted and standalone voice payment IVR

Use Cases

- Give agents information about the caller, including name, previous interaction and account details, in real time
- Improve messaging and quality by including script and guidance on each type of call
- Provide agents with access to product information, troubleshooting guides and FAQs
- Facilitate collaboration, escalation and support in real-time with chat among agents and supervisors
- Empower agents to record and update customer consent
- Create scheduled callbacks to reach customers at a specific date and time
- Give supervisors clarity on the call floor with agent status and custom pause codes

The screenshot displays the Agent interface for a Learning Center User. The top bar shows the user's name, status (On Call), and various icons. The main area is divided into several sections:

- Client Info:** Displays selected fields including Home Phone (435-...), Outbound Call ID (10693630639), and Outbound Caller ID (8772805762).
- IVR Data:** Shows Linkback Hunt Group (Learning Center Hunt Group), IVR Data (Select Language: 2, Welcome Message: 1), and DataCollect Data (85409109: 1, Data Collect: 1).
- Skills:** Lists Agent Skills (Learning Center Hunt Group) and Delay Recording.
- Responses:** Contains a Learning Center Intro message, a Customer Questions section with a text response area, and an Outro message ("Thank you for your time.").

The bottom toolbar includes buttons for LOGOUT, HOLD, DNCLOPTIONS, SCRUBLISTS OPTIONS, MACHINE DELIVERY, CONSENT FORMS, QUEUE & MONITOR, TRANSFER, and END CALL. A red arrow points to the STATS button in the top right corner.