



Product Datasheet

inConcert Allegro Contact Center

Automatic Call Distribution



Put the best agent on each call in the quickest and most profitable manner. Always.

Give your customers an excellent experience, and increase your contact center's productivity with inConcert Allegro ACD.

Overview

An ACD with multiple options.

inConcert Allegro ACD lets you simultaneously create multiple work groups, efficiently distribute interactions to agents grouped by inbound or outbound campaigns or combinations of both, while respecting rules you can easily configure.

Let your customers decide how to communicate with you: by phone, IVR, chat or email. Efficiently manage your multichannel contacts using a universal distribution queue. Ensure that each call is delivered to the agent most capable of handling it, reducing transfers and operational times.

inConcert's advanced technology makes it possible to place agents at branch locations, remote sites, or their own homes, granting you flexibility and costs savings.

Improve each customer's experience.

Nobody likes waiting in line. Optimize your operation, reduce handling times and improve your customer experience by announcing estimated wait times and place in line, or give them the option to leave a voice mail or request a callback. inConcert Allegro ACD reduces lost calls when no agents are available: if the customer abandons the call before being helped, the system captures the caller id and returns the call when an agent is available.

Call distribution in accordance with your business needs.

With inConcert Allegro ACD you can easily configure the most efficient way to distribute contacts to your agents according to your operating requirements:

- Deploy circular or load balanced distribution when no special skills are needed.
- When the best qualified agent is needed, configure the system on the basis of agents' skills and distribute contacts accordingly.
- If advanced distribution rules are necessary, configure intelligent routing requirements based upon the customer's profile, business data or business operating environment.

Native IVR Integration.

inConcert Allegro ACD and inConcert Allegro IVR are natively integrated. Contacts are transferred from the IVR to the ACD and the agent, together with any selections previously made by the customer as well as any information provided. Avoid wasted time and customer frustration when they have to repeat to the agent information the agent should already know.

Integration with your business processes and systems.

inConcert Allegro Contact Center's advanced integration tools tightly link the ACD and your business systems and processes making personalized interaction distribution rules possible taking into account data on different systems and ensuring your contact center is appropriately inserted into your business' value chain.

Key features

Note: The implementation of some features may require professional services

■ Standard distribution:

- Circular.
- Load Balanced.
- Inversed Balanced Work Load.
- Skills Based Routing.

■ Inbound and outbound multi-channel blending.

■ Multiple campaign management.

■ Agents working at home.

■ Universal interaction queue.

■ Integration with inConcert Allegro IVR.

■ Channels:

- Voice.
- Email.
- Voice Mail.
- Web Callback.
- Web Click-to-Call.
- Web Chat.
- SMS.

■ Advanced distribution:

- Based on the call's parameters (ANI, DNIS, IVR context).
- The customer profile.
- Your business data.
- Campaign data.
- Overflow handling.
- Priority queues.

■ Multiple channel management.

■ Multi-site distribution.

■ Segmentation by work groups.

■ Real-time ACD supervision.

■ Integration with web sites and landing pages.

■ Easy configuration using web-based console, of:

- Activity days and hours.
- Types of interactions.
- Pre-recorded messaging.
- Service Level.
- Maximum queue wait times.
- Announcement of estimated queue wait times.
- Announcement of place in line.
- Voice mail activation.



www.inConcertCC.com



inConcert delivers full-IP, premise-based and hosted, cross-industry, all-included contact-center solutions, which help organizations to increase productivity, decrease operational costs, and earn customer loyalty. Each solution is customized using our proprietary contact-center software, specialized systems integration technology and professional services.

For more information, please visit www.inConcertCC.com