



Product Dataheet

inConcert Allegro Contact Center

Communication Channels



More communications channels for your customers. More business options for you.

Reduce operating costs and provide more options and a better experience for your customers by expanding your communications with multiple integrated channels.

Overview

inConcert Allegro Channel Management efficiently manages multiple communications channels including inbound and outbound, both manually and automatically.

Inbound interactions can be processed via a diversity of channels converging on a universal multi-channel interaction queue for intelligent distribution to agents. Easily configure distribution rules that can be the same for all channels, following a uniform criteria. Or, define specific rules for each. Regardless of the channel in use or the kind of interaction they are distributed to a unified agent interface for handling.

Key Features

Note: The implementation of some features may require professional services

■ Voice:

- **Incoming Calls:** Incoming phone calls from the public switched telephone network or a PBX.
- **Outbound class:** Outbound calls generated manually by the agent or by inConcert Allegro Dialer.
- **Call Backs for abandoned calls:** Callbacks generated with the Caller ID of contacts who abandoned an incoming call.
- **Voice mail:** Voice mails left by contacts are automatically distributed to agents for processing.
- **Call Backs from voice mail:** Outbound calls generated with the Caller ID of contacts who left voice mails.

■ eMail:

- **Incoming emails:** Emails distributed automatically to the agent interface for processing.
- **Outbound emails from the agent's PC:** Outbound emails generated manually by the agent.
- **On-demand sending of emails via the IVR:** Emails generated automatically by the IVR as a response to a customers' requirement.
- **Broadcasting of emails:** Massive distribution of emails generated automatically by the system.

■ Web:

- **Chat:** Chat request generated by a user filling out a web form, which is distributed to an agent. When the agent takes up the interaction it becomes a chat session with the user.
- **Call back:** The agent receives a request from a user who has completed a web form indicating the user's phone number and need for a call. When the agent takes up the interaction, a call is automatically made to the outbound phone number provided.
- **Click to Call:** The user completes a web form and is automatically connected to an agent. A VoIP call is made directly from the website.

■ SMS:

- **SMS inbound/outbound from the agent's PC:** The agent receives an SMS message on his or her interface and can respond to it.
- **Outbound SMS via the IVR:** SMS messages generated automatically by the IVR as a response to a customers' requirement.
- **SMS broadcasting:** Massive distribution of SMSs generated automatically by the system.



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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