



Product Datasheet

inConcert Allegro Contact Center

Web Applications Designer



Use a powerful tool to design scripts and business applications.

Personalize customer service with inConcert Web App Designer and improve your operation's productivity with dialogue scripts and integrated business applications on your agents' desktops.

Overview

Consolidate multiple applications into just one.

Increase your operation's productivity by consolidating all management applications your agents use into just one desktop application. With inConcert Web App Designer you can easily create web applications that compile the information provided to the agent, thus reducing the complexity and service times associated with continuously switching applications.

Business applications.

Develop entire business applications with functionalities for data capturing, order entry, lead generation, and sales and collections, among others. With inConcert Web App Designer, you don't need to write programming code, thus significantly shortening the development cycle and allowing for quick responses to maintenance and changes to the business.

Native integration with inConcert Allegro Contact Center.

The applications designed with inConcert Web App Designer are automatically integrated with the rest of inConcert Allegro Contact Center's functionalities. This allows them to be linked to the IVR and to inbound and outbound campaigns so your agent can visualize the contact's information when a call is transferred to their computer. This integration allows you to include functions in the applications you're using to help control the operation, such as reprogramming a call, starting and stopping the recording, categorizing the case result, etc.

Dialogue scripts.

inConcert Web App Designer allows you to create sensitive, dynamic dialogue scripts for the responses the customer provides. These scripts reduce training time and increase agents' productivity by providing them with the information they need when they need it, guiding them step-by-step for a swift resolution of the call.

Integration with data and business processes.

inConcert Web App Designer's native integration with the BPI (Business Process Integration) platform inConcert Middleware allows you to access and update information from different information systems, within and outside the organization—whether through a messenger exchange, web services, databases, etc.—simplifying the implementation and use of the applications.

Gain autonomy.

Create your own applications for the call center. We will provide you with a complete training program so you can create your own forms for data collection and validation or order entry, phone sales applications, case monitoring, collections, and more. If you prefer, our team of professional services engineers can handle the creation of highly personalized applications to make your customer service processes and business more dynamic.

Key Features

Note: The implementation of some features may require professional services

- Web-based interface for designing management applications and forms.

- Configuration of dynamic scripts.

- Consolidation of applications and integration with corporate processes and systems.

- Capacity for data validation, executing functions, and stored procedures.

- Pre-designed templates.

- Integration with all inConcert Allegro Contact Center components, including:

- inConcert Allegro IVR.

- inConcert Allegro Dialer.

- inConcert Allegro CTI.

- inConcert Allegro Reports.

- inConcert Allegro Recording.

- inConcert Allegro Middleware.



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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