



Product Datasheet

i6 Omnicanal Suite

ACD

Distribution



Routing incoming communications from multiple channels in the most efficient manner without sacrificing the customer's experience is one of the basic challenges of customer service.

Advanced i6 ACD technology provides automated multichannel routing of customer interactions using a universal queue. It intelligently distributes the communications to the operator with the correct skill set for responding.

Overview

Universal ACD.

With i6 ACD you have complete control over all communications because every customer interaction, no matter which channel it comes from, is routed through a universal queue where it is intelligently distributed to each operator.

Direct your customer communications in accordance with your business needs.

i6 ACD allows you to create work groups and manage where interactions from multiple campaigns with multiple channels go in accordance with your business needs at the moment.

- When a customer interaction doesn't require special handling abilities, and you're working to spread traffic evenly among your operators, i6 ACD lets you direct the interactions equally among agents.
- You can configure the system according to your operators' abilities in cases where customer satisfaction or your operational productivity needs demand that only the most qualified individuals process each contact.
- Maybe an interaction queue is best for your operational needs. i6 ACD allows operators to see the communications' queue so they can choose which one to take rather than having the ACD distribute contacts to them.

Give your customers the best experience.

Nobody likes to wait a lot of time for a response. You can minimize the impact of wait times with automatic recorded responses. For example, while a client is waiting for a response to a chat request, i6 ACD sends automatic messages stating the estimated wait time and the customer's position in line. The system can also repeatedly respond with information that is personalized to each customer. The result is a better customer experience and less abandoned interactions.

Real-time controls.

Take control over the status of your ACD with real time monitoring of queued interactions, response times and abandoned calls. This allows you to make moment-to-moment decisions, avoiding productivity downtimes, campaign overflows and impacts on your service levels.

Analyze your operations with specific, historical data.

i6 ACD provides you with historical data about the performance and productivity of your operations, including personalized reports, with relevant information on your business KPIs.

Key Features

Note: The implementation of some features may require professional services

- Multichannel Universal Interaction Queue management.

- Inbound and outbound multichannel blending.

- Circular, load balance, and skills based routing.

- Segmentation by work groups.

- Real-time ACD supervision.

- Multiple campaign management.

- Easy configuration:

- Service threshold settings by campaign and channel type

- Scheduling.

- Channels and accounts.

- Automatic welcome and waiting time messages.

- Maximum wait times in queue.



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