



Product Datasheet

i6 Omnicanal Suite

Audit



Record and control all your communications

With i6 you control the quality of each communication and assure the excellence of your services, no matter the channel.

Overview

Registration of omnichannel conversations.

Analyzing conversations records within a framework of quality control and constant improvement is just as important as the real time monitoring of the operation. i6 stores the history of each interaction and the thread of each conversation. This way not only the isolated file can be recovered, but also the entire context of the contact.

Fast access.

i6 gives you simple access to the records of the all of the interactions processed, regardless of whether they are email, chat, contact forms, or social networks, through a very powerful filter and search tool.

Evaluation and training tool.

Having records of each conversation, regardless of the channels through which they were managed, allows customer service consistency and homogeneity to be evaluated quickly, through numerous points of contact. The analysis of the files also contributes to identifying training needs, and acts as an additional training tool.

Programming and analysis.

Correctly selecting records to evaluate and continuity in doing so is the key to success for any auditing plan. With i6 you can program the periodic delivery of the your most important operational reports via email, and access the files associated with each record online, in order to visualize and audit them.

Security and privacy for records.

i6 hides account and credit card numbers in stored files and uses SSL encryption protocol for every record. This helps your company to adhere to the PCI standard and helps to provide high levels of security and data privacy, particularly in commercial, financial, and charge transactions.

Key Features

Note: The implementation of some features may require professional services

- Record all communications.

- Online report viewer.

- Export reports to .csv files.

- Download record logs to be used in agent training.

- Program automatic sending of reports via email.

- Whole conversations attached to reports.

- Data security and privacy:

- SSL encryption.

- Scheduling.

- Search and retrieve files and multichannel conversation threads.



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