



Product Datasheet

**i6 Omnicanal Suite**

# **Administration**

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## Complete platform administration from a single interface.

i6 allows total configuration of your platform for distinct roles as well as fully integrated management of all of your campaigns, channels and users.

## Overview

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### Multiple tools on a single web platform.

i6 is an application that adapts to all of your operational requirements. A unified accessible interface allows you to configure the platform and administer the entire system.

### Set permissions and access levels.

Sometimes system roles are not simply defined as “who provides service,” “who supervises,” and “who manages.” At many organizations, supervisors also interact directly with customers on a variety of channels. Employees in charge of defining and managing campaigns may also take charge of certain metrics in real time. With i6 you get to define the specific access for each of your employees’ roles ensuring the best fit with your operational realities. The ability to specify permissions to a fine level of granularity allows you to create user profiles that are aligned with how you actually operate.

### Manage platform users.

i6 allows for the creation and maintenance of system users and the management of their roles. It’s also possible to define statuses for each personal user so your operational reports provide information that reflect the reality of each user’s work times and functions. i6 allows you to define users and configure their abilities all from a single interface.

### Specify and configure each campaign.

Define the days and hours of operations including tying specific services levels to specific times. Definitions may be specific for each campaign, including which users are assigned to the campaign as well as specific access permissions for each.

### Configure and activate service channels for each campaign.

i6 activates and deactivates customer service channels, configuring each of the accounts associated with each channel. If your campaign, for example, uses social media, the interface allows you to link to specific Facebook or Twitter accounts. If the campaign uses email, everything related to the email account is included in the configuration functions.

### Determine your operational service levels.

As the platform administrator, you establish how many simultaneous conversations agents can have active at the same time for each of the channels in operation. You may limit, for example, the number of email interactions or Facebook messages that a given agent can maintain in open status without a resolution, and you can specify the number of ongoing interactions according to your operational rules and needs.

## Configure automatic messaging as well as pre-defined responses.

i6 also allows you to pre-configure automatic messaging such as auto-responses by email account, and web chat welcome and waiting-time messages according to each campaign. All i6 Omnichannel Suite applications include the power to pre-define responses, making it easier for agents and ensuring an homogenous response to communications. These messages can be configured using i6 for each of your campaigns.

## Integrate your campaigns with the rest of your business.

Individual campaign management allows you to choose which information from your business applications will be integrated with the campaign. While attending to contacts via whatever channels are activated, additional relevant business information or data about each contact can be shown via a CRM web screen already in use by your organization. Or you can choose to develop an application specifically for the campaign using i6 Web App Designer tool. Everything needed to achieve this configuration is easily accessible using i6.

## Better manage your tickets.

Interactions with customers can be managed as tickets. Each ticket has a code that identifies and is associated with one or more interactions. i6 includes the capability to configure and manage ticket volumes (auto increase mode) as well as suffixes and prefixes.

# Key Features

Note: The implementation of some features may require professional services

### Administer campaigns:

- Campaigns configuration.
- Channels and associated accounts configuration.
- Configuration of response abilities.
- Administer automatic messaging (welcome, wait time, resolution, among others).
- Administer packages of pre-defined messages.
- Definición de fechas, días y horarios de actividad.
- Administración de códigos para resultados de gestión.
- Configure operational parameters such as maximum time spent serving customers, wait times before the first automatic message is sent, maximum wrap-up times, etc.
- Assign users to campaigns and overwrite campaign access permission levels. Administer packages of pre-defined messages.
- Administer codes corresponding to management results.
- Administer CCI integration.

### User management:

- Manage users.
- Manage work groups.
- Administer access permissions.
- Define agents' abilities.
- Personalize configuration of agent status.

### Permissions administration:

- Define roles and permissions and personalize access.
- Enable granular permissions.

### Tickets management:

- Configure the automatic assignment of tickets to interactions
- Define ticket characteristics including suffix, prefix, and automatic ticket assignment, etc.



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