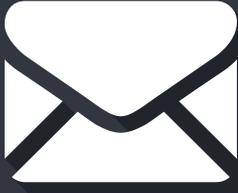


Product Datasheet

i6 Omnicanal Suite

i6 Mail



Efficiency and low costs while focused on the customer.

i6 Mail maximizes your organization's productivity without lowering service levels or increasing costs.

Overview

With i6 Mail you can manage large volumes of email without affecting the quality of customer service or the customer's experience.

Manage email with efficiency and agility.

The volume of email your business receives daily increases more and more with time. This increase in demand can negatively impact average response times and therefore your customers' experience and the quality of service. i6 Mail allows you to manage intelligently and with greater agility your increasing volume of email without affecting service performance, providing you with a powerful tool for reducing your operating costs. With i6 Mail it's possible to apply business rules for routing email to assigned agents that can provide the appropriate service.

Improve response times while complying with SLAs.

Ensure that every email receives an immediate response using an automated response tool. Optimize your resolution process, eliminating time spent answering repetitive and routine inquiries. Your agents can easily use response templates maximizing the productive use of their time. i6 Mail provides your customers with the right solutions in line with their needs in the least amount of time possible.

Take your customer experience to the next level.

Address your customers' needs in the best possible manner with a precise and easily accessible history of their interactions. Using i6 Mail, your agents can see at any time a detailed history of conversations and contacts with the customer via your multiple channels. Agents can add internal comments and tags to email conversations for later reference and for the benefit of other agents. Agents can also transfer the conversation to be continued by another agent whenever it's necessary.

- Full history of each customer's contacts across all channels.
- Add additional information about the customer contact with each interaction.
- The entire history of contacts with the customer up until final resolution are linked and visually accessible on each individual interaction for better customer service management.
- Rapidly access the comments of all agents involved in the customers' interactions.

Complete integration with your business processes.

Your agents can retrieve and manage data captured in web forms, automatically linking it with the customer's information received via email, later accessing it via multiple sources.

Provide continuity for every contact.

i6 Mail makes it possible to transfer the entire email conversation thread without sacrificing its continuity. Add private comments and notes to email to provide agents with context and an excellent experience for the customer.

Control and supervise the performance of your entire work team.

Using i6 Mail, supervisors can access control mechanisms that show what customers are saying and how agents are responding, search for messages, follow conversations, chat online with agents, and reassign emails to other agents, ensuring that service levels are continually improved and that response times are shortened, guaranteeing quality and efficiency of service.

- Create post-service surveys to be sent out via email.
- Real-time supervision including monitoring of the thread of email conversations up until final resolution.
- Train work teams with the coaching tool while conversations are in progress and achieve successful resolutions.
- Use pre-defined and personalized reports to analyze metrics and trends.

Generic Features

Note: The implementation of some features may require professional services

■ Channel management:

- Workspace integration for multi-channel management.
- Unified contact management across all channels.
- Interaction management and control functions: contact initiation, transfer, wrap-up.
- Interaction history across all channels.
- Conversation labeling.
- Attach private notes and comments to conversations.
- Case Management processing of interactions.

■ Web App Designer:

- Front-end application designer.
- Web form designer.

■ Data security and privacy:

- SSL encryption.
- Masking of credit card numbers in contact histories.

■ Full-web.

■ Support for mobile devices.

■ Supervision:

- Real-time supervision panel Graphical indicators.
- Monitoring of contacts in wait queue or assigned to operators.
- Coaching functionality.
- Chat between supervisors and operators.
- Message broadcasting to operators.

■ Integration:

- Integration with front-end web applications.
- Integration with web forms.

■ Omnichannel Distribution:

- Interaction distribution via circular/operator ability/workload balance/work queues.
- Universal interaction queue management.

■ Administration:

- Active/inactive campaign hours and days.

■ Both cloud and on-premise implementation modes.

■ Part of the i6 OmniChannel Suite.



www.inConcertCC.com



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

■ Reports:

- Historical reporting.
- Report designer tool.
- Programming of report distribution via email with annexing of associated interactions.

Individual Features

Note: The implementation of some features may require professional services

■ Respond/respond to all/re-send functionality.

■ Pre-determine accounts by campaign that are blind cc'd.

■ Mark email as SPAM.

■ Attach files to emails.

■ Manage SPAM filters.

■ Text editor.

■ Configuration of service level thresholds.

■ Spell check.

■ Pre-defined messaging and search engine.

■ Configure the quantity of concurrent emails.

■ Link multiple emails to the same interaction.

■ Re-open email conversations.

■ Configuration of ACD threshold wait times.