



Product Datasheet

i6 Omnicanal Suite

Interaction Service



All of the tools needed to efficiently respond across multiple channels from a single desktop interface: simple, complete and functional.

Thanks to the unified management of multiple channels, information resources and contexts that i6 Service provides agents, it is possible to provide customers with coherent, homogenous, fluid and precise service experience on every contact.

Overview

Multiple tools on a single web platform.

Respond to customers across every communication channel with the powerful i6 interface. i6 makes it possible to drill down to a fine level of granularity when specifying user permissions, ensuring that the use of your platform is adequate and appropriate to each role and operating need.

Consolidate communications.

Thanks to i6 channel management functionalities it's possible to funnel all customer communications from multiple points of contacts to a single desktop interface. A unified view of your various channels, interactions, work teams and customer contacts makes it possible for operators to deliver a consistent and quality customer experience on every contact. The user interface has been carefully designed to empower customer service simply, naturally and collaboratively.

One conversation across multiple channels.

Each conversation with a customer is unique, from start to resolution, no matter whether it occurs across multiple contact points. i6 allows agents to easily move between social media, chat, and email without losing the conversation's context or thread. This translates into multiple benefits, not only for customers that receive more distinct and excellent service, but also for your company as you establish goals and execute strategies that are focused on your business processes and that transcend all channels.

Centralize your strategy on the customer.

Customers demand to be able to communicate through their preferred channel and to obtain precise personalized responses when they need them. i6 allows agents to focus on customers' preferences while defining your business strategy and making use of the communication channels that are most functionally appropriate to each contact type. Your customer's data, their identities, relationships with your organization, the products they purchase and with what frequency, as well as their interaction with your business throughout the customer's lifecycle is information that is accessible on the platform. This empowers your agents to provide excellent service across all channels that is consistent no matter what the point of contact. They can also apply business rules in accordance with each customer's profile and switch from one channel to another while keeping the conversation gap-free and consistent.

Work more collaboratively.

i6 allows and promotes a collaborative work style for increasing service levels, shortening response times and improving the customer's experience with the company. Agents can make notes and enter private comments for each conversation, linking their notes and comments to the conversation making it a part of the customer's history and context with your organization. When an agent transfers a conversation to another agent on his or her team, all of the customer's information is automatically made accessible to the new agent as well.

CCI - Contact Channels Integration.

Together with the delivery of the customer's interactions to a single desktop for the agent, it's also possible to view management applications as well so that the agent can visualize and enter in relevant business and contact data.

Guarantee the safety and reliability of your transactions.

i6 uses the SSL encryption protocol which assists in efforts to comply with the PCI norm and high standards for the security and privacy of data, principally involving commercial and financial transactions and collections.

Características Principales

Note: The implementation of some features may require professional services

- Universal interaction queue.

- Interaction management and control functions: contact initiation/transfer/completion.

- Conversation labeling.

- Active/inactive campaign hours and days.

- Chat function between agent and supervisor.

- Both cloud and on-premise implementation modals.

- Workspace integration with i6 OmniChannel Suite for management across multiple channels.

- Full-web.

- Support for mobile devices.

- Modalidad de implementación cloud-based y on-premises.

- Integration with web forms.

- Private note and comment generation per contact conversation.

- Integration with front-end web applications.

- Unified contact management across all channels.

- Interaction history across all channels.

- Web.

- Contact distribution via circular, skills based, workload balance, work queues.

- Date security and privacy::

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



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