



Product Datasheet

i6 Omnicanal Suite

Supervision



Complete control of your operation from a single interface.

i6 allows you to monitor events on each campaign as well as control the performance of your work teams and provide coaching in real time to agents.

Overview

Multiple tools on a single web platform.

i6 provides a powerful interface for supervising agents and monitoring all of their interactions from a single platform no matter what channel your customer uses. 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.

Control the profitability of your work teams in real time.

i6 supervision's functions are simple to access and provide a visualization of your agents' productivity, identifying in real time when an agent's performance declines. Rapid access to key indicators and visual alarms on the status of agents are some of the tools that are easily accessible with i6. The ability to control in real-time your work teams' performances empowers supervisors to take immediate action to improve performance and increase service levels.

Proactively manage your metrics and statistics.

A good supervisor can't lose sight of established goals and must assure adherence to service levels and metrics. i6 makes it possible for supervisors to anticipate problems and modify strategies in real time to always ensure the best level of service is being delivered. Key indicators such as response times, abandoned calls, and wait queues allow for the detection of low service levels. You can also move agents from one campaign to another in real time progress, intervene in conversations and send private messages to agents to direct them to a faster resolution of the interaction.

Coaching and real-time conversation with your work team.

A fundamental role of any supervisor is to transmit his or her knowledge to agents. i6 allows supervisors to engage with agents during and after their conversations with customers. The coaching function means supervisors can guide agents while the interaction with the customer is in progress, by either chat, email or social media. The supervisor can read in real-time what the agent is writing and can direct the agent, via a private window, towards a more successful resolution. Generic messages to the entire work team are an excellent tool for notifying agents of changes in strategy, as well as for issuing alerts regarding a fall in productivity or rapidly sending information to all agents under supervision.

An intelligent view of communications with your customers.

Each customer interaction involves the company's image and quality of service, no matter what channel is used to communicate with the customer. i6 provides a 360-degree view of the customers with all of their relevant data as well as the historical archives of their interactions with the organization. The supervisor can read the entire thread of each conversation with the customer independently of which channels the conversation has been undertaken on.

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. Customer historic data accessible to supervisors never show the client's private information such as their PIN numbers, passwords or account numbers.

Key Features

Note: The implementation of some features may require professional services

- Supervision console with real-time graphics and statistics.

- Work team monitoring as well as assignments to distinct campaigns.

- Summary of campaign statuses.

- Graphical indicators for each campaign.

- Real-time monitoring of the queue of customers waiting for service.

- Real-time monitoring of conversations in progress.

- Initiation of an interaction from the wait queue.

- Percentage of dropped interactions.

- Real-time monitoring of the queue of customers waiting for service.

- Access to extra information on each customer.

- Re-opening of resolved interactions.

- Visualization of key indicators such as abandoned interactions, service levels, average response times on each channel, etc.

- Comments mode on each interaction.

- Message broadcasting option to operators/individual messaging.

- Color-coded visualization of the current status of all agents.

- Quantity of interactions that comply with established goals.

- Summary of agent status.

- History of interactions.

- Search engine for previous interactions with filters.

- Average service times for each channel

- Transfers of interactions from one agent to another.

- Percentage of interactions in progress.

- Comments mode on each interaction.

- Re-opening of resolved interactions.

- Real-time monitoring of conversations in progress.

- Coaching functionality.

- Interaction labeling.

- Initiation of an interaction from the wait queue.

- Access to extra information on each customer

- Chat option between supervisors and operators.



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