Product Datasheet

i6 Omnicanal Suite

Web App Designer

Powerful and flexible.

Easily create distinct types of front-end applications using i6 Web App Designer, a graphics tool that seamlessly integrates them with your communication channels and corporate back-end systems.

Overview

Omni channel integration.

All of the applications created using i6 Web App Designer natively integrate with i6 for responding to multiple channels. This means your agents have your contacts' complete data and all of the relevant information for each interaction at the moment communication begins.

Web form design.

All contact, pre-service and survey forms needed for handle interactions via chat or web contact can be designed using i6 Web App Designer. Thanks to its flexibility, you can create interfaces that are aligned with your corporate brand image without restrictions on your preferred style or design. Captured data is automatically tied to the correct contact and interaction.

Reduce human errors and training times.

The i6 Web Application Designer visual tool lets you create dynamic scripts and service guides. Direct your agents' workflow by developing forms and conditions that logically manage the information needed for each interaction. Automatically execute actions directly from the script, such as sending emails, and disposing interactions, among other tasks.

Multiple data origins from a single interface.

Consolidate all of the information residing on diverse systems and data sources on a single interface, simplifying complexity and increasing the productivity of your agents. With i6 Web App Designer, you can develop interfaces that display all of the information required for managing each contact interaction, accessing this data from multiple distinct sources including web services, database connections, among others.

Rapidly launch your business applications .

Develop multi-functional business applications. With i6 Web App Designer you develop complete systems for managing your leads, inbound requests, incidents, billings and sales among other interactions from a graphical interface and without the need to write programming code.

Data analysis.

Data captured using the applications you create using i6 Web App Designer can easily be communicated using statistics, metrics and/or filters in personalized reports you design with i6 Reports.

Key Features

Note: The implementation of some features may require professional services

- Visual tool for web contact front-end development.

- Visual tool for webchat front-end development.

- Multiple types of both standard and personalized controls (label, error box, text input, button, upload button, check button, option button, option group, combox, tab panel, grid, tree, image, progress bar, disposition code, report container, etc.).

- Configuration of distinct datasources.

- Native integration of each contact's data.

- Design templates for contact formulas, pre-service formulas, survey forms, and chat windows.

- Visual tool for development of web forms.

- Visual tool for developing management applications.

- Visual Scripting tool.

- Automatic validation of controls.

- Option to use style sheets.

- Native data integration of your contact center data.

- Expansion options using JavaScript libraries.

- Report wizard.

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CONTACT CENTER TECHNOLOGY

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