



Product Datasheet

i6 Omnicanal Suite

i6 Web Contact



Let your customers select their preferred moment for contacting you.

i6 WebContact is a versatile tool for capturing, distributing and managing web contacts, either as a stand-alone platform or integrated with the other i6 OmniChannel applications.

Overview

With i6 Web Contact your on-line customers can avoid wait times and decide to initiate contact via their preferred channel at the moment that suits them best.

Make contact with your customers when it's most convenient for them.

Customers demand convenience. Being able to initiate contact with your organization at the customer's preferred time is the difference that builds loyalty as you communicate that you value their business. i6 Web Contact allows you to easily design personalized contact forms to include on your web page, permitting your customers to request a web chat or email.

Provide a channel for customers to contact you via the web.

Expand your help desk's reach, incorporating new channels for fielding support incidents. i6 Web Contact lets you create support desk tickets via the web, increasing the efficiency of your case management and improving response times and your customers' satisfaction.

Achieve rapid resolution times.

i6 Web Contact delivers each contact to the most appropriate agent for follow-up based upon the information the customer completes on your forms, and according to your business context and contact histories. The power to intelligently distribute web-generated contact information to the most-appropriate agent improves resolution times while reducing your operating costs, taking advantage of agent skills and knowledge.

Respond to contacts via the channel that is most convenient for your business.

Establish the right response strategy based on each contact's profile using the most appropriate channel in each individual case. This empowers you to guarantee customer satisfaction while you also reduce your operating costs.

Provide your customers with an exceptional experience.

Take advantage of the opportunity to provide an exceptional experience to your customers no matter what web contact form you use. Your agents can provide personalized responses appropriate to each customer making use of the complete contextual information and interaction history with your company at their disposal.

Create the right forms for each campaign.

i6 Web Contact delivers a versatile forms design tool, allowing you to create contact forms that are right for each of your campaigns with fields convenient to each case and an appearance that fits your overall corporate branding.

Integrate contacts that come in over the web with the rest of your business processes.

You can design management applications that seamlessly integrate with your business processes and that correctly fit with each of your campaigns that handle web generated contacts. Visualize and classify relevant business and contact data using your contact management application from a single agent desktop, including incoming contact information.

Key Features

Note: The implementation of some features may require professional services

■ Part of the i6 OmniChannel Suite.

■ Omnichannel Distribution:

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

■ 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.

■ Reports:

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

■ Full-web.

■ Support for mobile devices.

■ Both cloud and on-premise implementation modes.

■ Administration:

- Active/inactive campaign hours and days.

■ Integration:

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

■ 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.

Individual Characteristics

Note: The implementation of some features may require professional services

- Contact forms easily adapted to your business image and style.

- Tailored channel and account selection for responding to web contacts.

- Personalized form fields.

- Configuration of ACD threshold wait times.

- Configuration of service level thresholds.



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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.

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