Product Datasheet

i6 Omnicanal Suite

Computer Channel Integration

CCI

Comunicaciones personalizadas y consistentes.
i6 integration functionality ensures your agents have the information necessary for success on every interaction.

Overview

Improve your agents' productivity and efficiency.

Ensure that your agents--simply and rapidly--have all of the information necessary to be their most efficient and productive when carrying out their operations. With i6, every communication independent of which channel is being used, provides agents with the information relevant to every contact.

Tight integration with your business applications.

i6 seamless integrates with your business applications and synchronizes the information on the agent's screen, facilitates the rapid resolution of each case while providing customers with an improved experience.

More effective communications.

i6, by facilitating the access to customer data, including customer profiles, and history of purchases and communications, empowers agents to more effectively take advantage of cross selling and upselling.

A better experience on every contact.

i6 allows agents to access each customer's data and their relationship with the company, a history of their communications across all channels, comments by other agents who have previously served them, latest and the most frequent purchases, and pending payments due, etc. This ensures that your customers have an excellent experience on every contact and that communications with them are personalized, and consistent, without breaks in the conversation no matter what channels are used.

Personalized reports.

i6 integration capabilities together with i6 Reports allows you to create and access personalized reports that include both operational and business data.

Key Features

Note: The implementation of some features may require professional services

- Integration with back-office web applications.

- Integration with applications designed using i6 Web App Designer.

- Integration with front-end web applications.

- Personalized reports include both operational information and information from your business applications.

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