CX Cloud
Scalable. Powerful. Proven

CX Cloud
Agent

The CX Cloud Agent interface is an essential tool in the contact centre, providing the flexibility and ease of use that are absolutely critical to smooth day-to-day operation. The agent interface allows agents to promptly, accurately and effectively handle all interactions.

The Challenge

You need your customers to take away a positive feeling from each engagement with your organisation.

It is well understood within the industry that the key to looking after your customers is to take care of your own staff – this encourages a positive approach from your agents that in turn engenders a positive experience for the customer, every time they interact with the contact centre.

So how do you create this positive environment? How do you empower your agents to respond to customers in a way that will ultimately keep the customer happy?

The challenges that an agent faces are varied; they can be physical, technical or technological, or even psychological.

- Do agents have appropriate skills for the job?
- Do they have access to the information they need?
- Are you providing the right tools to assist them?
- Are customers treating them well?

The right agent interface tool can assist with these challenges that your team faces.

The Solution

CX Cloud and CX Cloud Agent help ensure effective contact centre users in a number of ways:

- Using queues and skills-based routing, CX Cloud ensures that each interaction is routed to the most appropriate agent in every case
- CX Cloud Agent provides context for agents, ensuring they have a clear picture of the customer journey to this point such as where the call came from. Customers are more likely to treat an agent well when they are not frustrated by inefficient call-handling
- The interface is simple to learn and to use, accelerating the onboarding and training of new agents
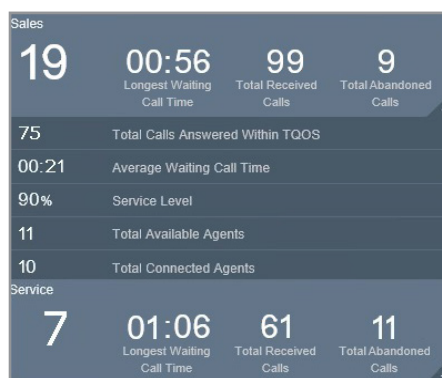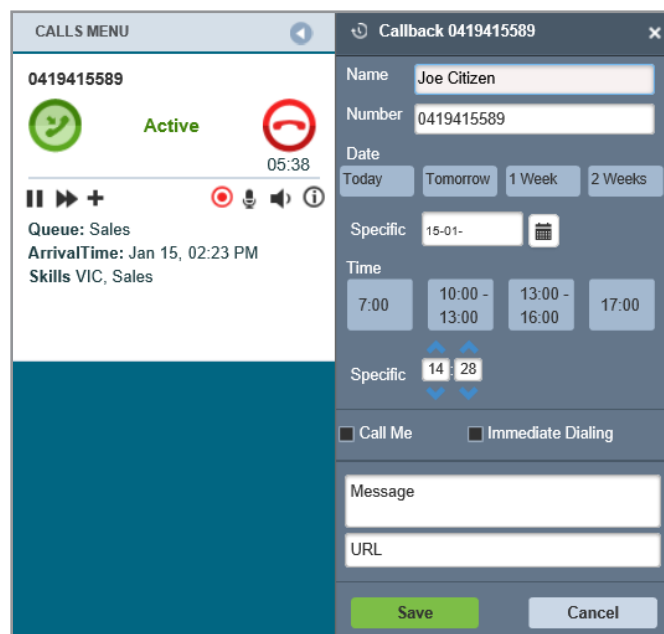

A simple yet comprehensive mini-dashboard shows performance data, plus any interactions waiting.

Enghouse POWERED

See the Benefits

CX Cloud Agent offers an entry level user license, providing the tools for everyday call handling. Alternatively, agents can be equipped with the advanced user license, allowing contact centres to offer the next level of service to customers.

Today's consumers expect to communicate with your contact centre team via their preferred channel – not just phone. CX Cloud Agent's advanced users can interact with email, web chat and social media – all within the same user interface. This ensures the contact centre team has complete visibilty of their customers interactions with you, providing full context and avoiding that frequent customer frustration of having to repeat themselves or explain all the interactions they've already had with your organisation.

In addition, a more specialised solution can be achieved for organisations with specific or unique requirements, such as existing customer relationship or workforce management solutions, or social media presence. CX Cloud Agent offers the flexibility for customisation and the addition of more complex features as required, leveraging these investments within the single user interface.

Equip CX Cloud Agent users with a catalogue of "canned" responses for effiicient and accurate handling of emails.

Agents record a reason whenever they go on a break that displays in real time on screen for other users, and in reports for later analysis.

CX Cloud Agent lets voice callers leave a Callback request instead of waiting in the queue.
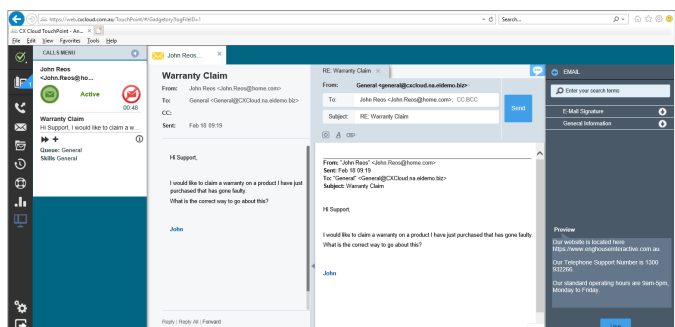
CX Cloud Agent Features

- Browser-based
- Built-in phone: no PBX required
- Use ANY device to receive calls: mobile, any PBX, direct landline
- Skills-based routing
- Customisable layout (moveable windows)
- Multiple Wrap-up codes
- Multiple Break reasons
- Included Call Recording
- Built-in Call Back
- Microsoft Skype for Business presence visibility
- Built-in Agent 'Mini Wallboard'
- Open API architecture for customised integration
- *Web Chat with template ('canned') responses
- *Email Queuing with template ('canned') responses

***with Advanced User license**

Enhanced Features Available

- CRM Integration
- Agent Evaluation (Call Recording Enhancement)
- Screen Recording (Recording Enhancement)
- Social Media queuing
- Work Force Management Integration
- Virtual Assistant Integration (Chat Bot)
- Outbound Campaign Management
- Post Call Survey