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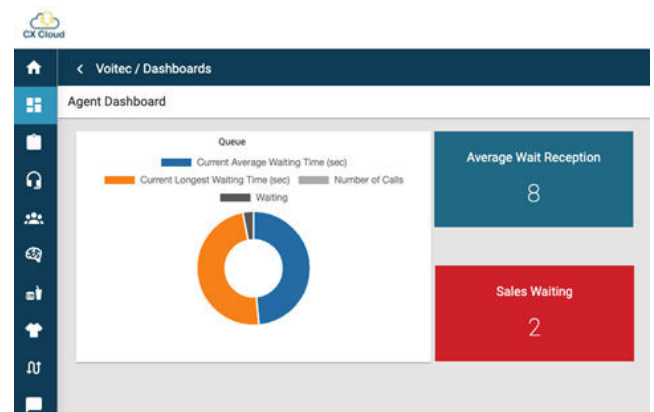
A simple yet comprehensive dashboard shows performance data, plus any interactions waiting.

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.
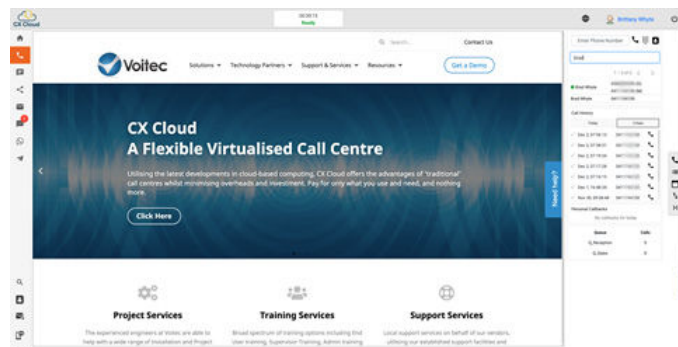
The Agent home screen and user interface can be customised depending on your requirements. Including providing direct access to internal web pages for simpler access to internal knowledge bases.

The agent interface includes a simple to use directory and call controls that enables the agent to transfer to and access contact information from 3rd party applications such as Microsoft Teams.
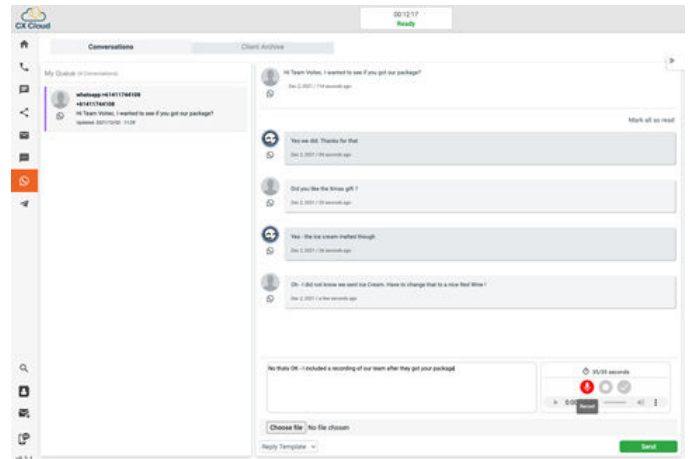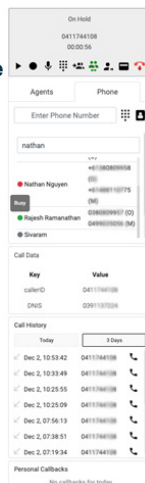
CX CLOUD® Advanced Agent provide full OMNI Channel capability including social media chats.

CX CLOUD® Agent Features Include

- Browser-based
- Built-in phone: no PBX required
- Use ANY device to receive calls: mobile, any PBX, direct landline
- Skills-based routing
- Multiple level wrap-up codes
- Multiple break reasons
- Included call recording and evaluation
- Built-in call back
- Built-in click to dial
- Microsoft Team presence visibility
- Built-in agent dashboard
- Open API architecture for customised integration
- Post call survey

Advanced Agent Features Include

- CRM Integration
- Agent evaluation (call recording enhancement)
- Screen recording (recording enhancement)
- Email queueing
- Social media queueing - SMS, WhatsApp, Messenger, Telegram and others
- Enhanced features available
- Virtual assistant (chat bot)
- Workforce management integration