

inContact Power Agent

Gain Full-Featured Agent Functionality Integrated with Your CRM

When most CRM work happens in conjunction with other systems the pain of managing all these systems plus a contact center system separately can be challenging.

A good CRM and contact distribution platform won't relieve that pain unless they work together. Without intelligent integration, agents are left to re-key data such as phone numbers, account numbers, and case file ID's and switch back and forth between windows. Precious time is wasted manually transporting data from one application to the other and clearing space on the computer monitor.

Users can quickly become frustrated by not having a CRM record of a calling customer automatically open, or have the ability to click a number to dial. Without an integrated solution, the simplest call center tasks can seem nearly impossible.

The inContact Power Agent solves these problems by displaying the most-used contact controls in an unobtrusive fashion. Our "Always there – Never in the way" interface is unique in the industry. The simple, elegant interface to enhance agent performance by providing all operational controls and key information when the agent needs it, and automatically hiding the interface when the agent is not interacting with the contact center platform. With the improved agent experience and CRM integrations, customer service and customer experience are enhanced. The inContact Power Agent provides users with the ability to manage their work no matter what application they currently work in. It also provides agents:

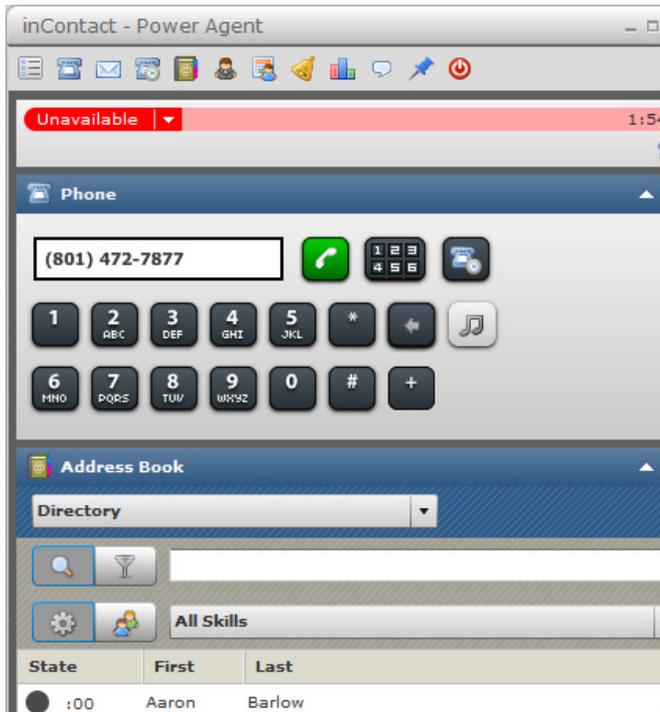
- Unified call and multi-channel control no matter what application they are currently working in
- Screen pops based on caller ID or caller input from the IVR
- Automated call record creation in the CRM including dispositions
- Click to dial functionality
- inContact agent interface panel can be resized, hidden, or placed where an agent wants it

Brief Overview

Enables intelligent contact routing so that the call and caller information are delivered on a single, unified screen on the agent's desktop – your CRM.

Our "Always there – Never in the way" interface is unique in the industry. Agents can switch between software programs, browser windows – any screen – and call controls and key information are instantly available.

inContact Power Agent



Key Features

- Integrated interface
- ANI screen pops
- Click-to-Dial (CTD)
- DNIS scripts and custom screen pops
- Multi-channel and Universal Queue: voice, email, chat and other work items
- Automated call record creation in CRM
- Multi-tab/multi browser support

Benefits

The **inContact Power Agent** - will enable agents to work with multiple tabs and applications in a synchronized way. Start the call in the CRM, finish the call with the shipping app; the agent state and call control is always visible.

Access to inContact - IVR and the integration to the CRM mean a smarter, richer screen pop for better and faster service. The calls then show up in the CRM interface and enable the agents to manage their calls without ever leaving the CRM.

The **inContact Power Agent** - will decrease handle time & efficiency by integrating the agent's interface and target CRM application. Agents are able to save up to two minutes from their call times compared to multi-app, non-integrated environments.

Integrated screen pops and data pipes - eliminate multiple customer transfers. Instead agents can immediately meet the customer's needs and facilitate a better overall experience. Eliminate numeric errors in critical contact fields such as phone, address and account numbers.

Faster and more affordable - turn up through packaged integration.

Click-to-Dial - will speed up outbound contacts and improve accuracy.

Automatically creates a CRM record - of every contact where agents can add disposition codes, notes, or other details.