My Agent eXperience™ — MAX
Meet your agents' new best friend!

What is MAX? MAX is a dynamic, context-sensitive interface designed for the streamlined handling of all contact center interactions, regardless of channel. With MAX, your agents will be ready to tackle their roughest days and most complex interactions with ease.

MAX (My Agent eXperience) is a revolutionary new cloud contact center agent interface, now available to inContact customers. Based on exhaustive research with agents and supervisors in live contact center environments, MAX was designed to be a simpler, more efficient and more engaging way for agents to positively interact with customers.

Here are three good reasons to consider making MAX a part of your team:

1. MAX Improves Agent Experience and Efficiency

MAX gives your agents what they need, when they need it. It is context-sensitive and helps agents to make faster, more informed decisions. MAX's Intelligent Address Book optimizes collaboration. And handling all contact center channels in one consolidated interface simplifies onboarding and reduces training needs. MAX's new ADA settings such as high contrast and screen reader improve the user experience for those with disabilities or using assistive technologies.

2. MAX Boosts Your Contact Center's Performance

With MAX, your agents get access to customer data synchronized with each routed interaction. MAX improves results for KPIs such as conversion rates, Net Promoter Scores, First-Contact Resolution rates and cross-sell and up-sell rates. Immediate access to real-time personal, team and contact center statistics enables your agents to manage their own performance in real-time. Plus, an accelerated implementation with no downloads means a quick return on your investment.

KEY FEATURES

Collaboration

- Collaboration tools with dynamic agent state and queue data
- Intelligent Address Book with powerful search capabilities
- Dynamic Address Book provides visibility into the availability of enterprise workers
- Contextual, advanced filtering
- Simplified consults, conferences, transfers

Contact Handling

- Context-sensitive interface
- Blended inbound and outbound voice, voicemail, email, chat
- Other channels via work item handling
- Automatic display of customer data
- Customize quick transfer tools
- Disposition active contact

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3. MAX Empowers Your Agents to Focus on the Customer Journey

MAX's easy to use interface—with intuitive, situation-aware controls and improved workflow—empowers your agents to concentrate on the customer interaction, not the tool. More efficient contact handling means increased customer satisfaction. And because you can easily provide agents with customer information, they have an easier time supporting customers on their journey.

MORE KEY FEATURES

Agent empowerment

- Dynamic agent interface
- Real-time display of agent performance, productivity and skills
- Track and report on tags to identify trends and improve business processes
- Contact center performance display
- Agent and queue availability
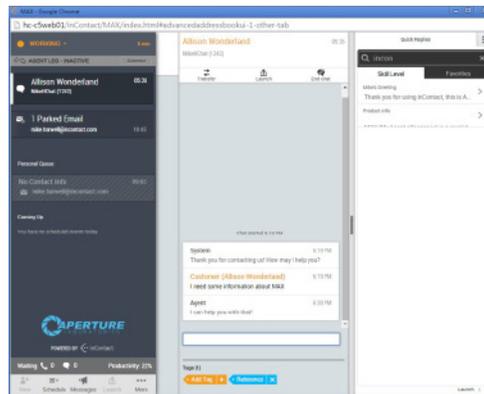
Collaboration

MAX provides a whole new world of advanced tools enabling your agents to collaborate quickly and with confidence. Our Intelligent Address Book has powerful search capabilities and contextual, advanced filtering. With integrated presence information, agents can see at a glance who is available for collaboration, and with the Dynamic Address Book feature, agents can see the status of any Enterprise resource using a unified communication tool such as Microsoft Skype for Business within the MAX interface. Our tools make it easy for even your newest agents to identify and collaborate with subject matter experts; advanced filtering displays the most commonly consulted resources. Once your agents have found the best contact, simplified consults, conferences and transfers help make the connection. And our interface is consistent across channels, reducing the time spent searching and clicking.

Contact Handling

MAX provides multichannel contact handling with native support for blended inbound and outbound voice, voicemail, email, chat and work items. Virtually any other channel (social media, text/SMS or others) is supported via work item handling. MAX is an intuitive, context-sensitive interface—your agents' most relevant tools and actions are always in view and located just a click away.

MAX easily accommodates displaying customer data from any source synchronized with each interaction. The data for the screen pop can originate in a front-end IVR, a database or third-party CRM system.

Glance view of Parked Email and Personal Queue

Quick transfer tools, including agent state and queue information, help your agents make more informed decisions and execute faster consults, conferences and transfers. Agents can disposition a contact and provide notes while still active in the interaction—whenever they are ready! Also, with the new Email Park feature, agents can park an email they had been working on at any time—for example when they have to wait for information or when other contacts take precedence. They can address other interactions in the meantime, and unpark the email when they are ready to handle it.

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Agent Empowerment

MAX provides a wealth of real-time information to the agent. It enables agents to monitor their own key metrics, such as agent performance and productivity, including trending for today, yesterday and the last week. When you let your agents know about their personal performance, and show them how they are doing compared to their team, they can pace their contact handling according to thresholds and expectations—no surprises at the end of the shift!

The Agent Skills view gives them an at-a-glance view of the skills and channels they are assigned to. The Contact Center Performance Display shows key metrics such as the number of contacts in queue for the agent's own aggregated skills, as well as the detailed status for all skills. Users can check both agent and queue availability, including assigned skills, number of contacts in queue and estimated wait time. Agents have dynamic insight into the current status of the contact center, so they can pace contact handling accordingly. The dynamic agent interface immediately reflects adjustments such as reassigned skills, or agent performance, on the agent interface—your agents are always in the know as contact center conditions change.

Agent performance
and productivity

inContact (NASDAQ: SAAS) is the cloud contact center software leader, helping organizations around the globe create customer and contact center employee experiences that are more personalized, more empowering and more engaging today, tomorrow and in the future. inContact continuously innovates in the cloud and is the only provider to offer core contact center infrastructure, workforce optimization plus an enterprise-class telecommunications network for the most complete customer journey management. Winner of the 2014 CRM Magazine Rising Star Award, inContact has deployed over 1,800 cloud contact center instances. Visit www.incontact.com to learn more.

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