

Brief Overview

The inContact Plugin Agent connects your phone system to your browser based applications, enabling the two solutions to act as one.

Key Features

- Integrated interface
- ANI screen pops
- Click-to-Dial (CTD)
- DNIS scripts and custom screen pops
- Automated call record creation in CRM
- Multi-tab/multi browser support

» inContact Plugin Agent for CRM and Browser Integration

Gain full-featured agent functionality integrated with your browser-based CRM

When most, or all, of CRM work happens on the phone, the pain of managing a customer system and a phone system separately can be challenging. A good CRM or other browser-based system and a powerful telephony 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 being able to automatically open the record of a calling customer, 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 Plugin Agent solves these problems by integrating the most-used call controls directly into your browser. The critical parts of both applications are unified into a single interface to enhance agent performance, customer service and customer experience. The inContact Plugin Agent provides users with the ability to manage calls no matter which browser window or tab they currently work in. It also provides agents:

- Unified call control no matter which browser window or tab they are currently working in
- Screen pops based on caller ID or caller input from the IVR
- Automated call record creation in the CRM
- Click to dial functionality
- Conformation of CRM data such as customer service level, location, or product
- Intelligent call routing before it ever rings through to the agent

Benefits

- The inContact Plugin Agent will enable agents to work with multiple tabs and browser 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 synched across the browser apps.
- Access to inContact IVR and the integration to the Microsoft CRM solution mean a smarter, richer screen pop for better and faster service. The calls then show up in the CRM interface and the Extension enables the agents to manage their calls without ever leaving the CRM.
- The inContact Plugin 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. No additional expenses are incurred and no ongoing in-house maintenance is necessary.
- Click-to-Dial will speed up outbound contacts and improve accuracy.
- Automatically creates a CRM record of every call where agents can add notes or other details.