

Brief Overview

The inContact Cloud Universal Queue orchestrates native contact channels, such as voice, email and chat as well as external contact center work items, such as social media, trouble tickets and CRM cases.

Key Features

- Prioritizes & integrates all your customer interactions regardless of channel
- Streamlines Agent Productivity
- Leverages intelligent business rules
- Blends inbound & outbound

»» Universal Queue


The Need for Contact Center Harmony

While voice continues to dominate, new channels like social and mobile are rapidly coming into the mix and most aging infrastructure is not built for multichannel service. Contact centers have a variety of siloed systems and work, which erodes workforce effectiveness. Every system has a piece (data, activity, information) required for customer experience, agent productivity and supervisor oversight. And contact center managers have little centralized management visibility into the complete customer care workload, leaving them struggling to understand where, how and when they can improve the end-to-end service experience. Route CRM cases, trouble tickets, social and mobile as well as traditional contact channels in a single unified workflow.

The power of customers, service as a differentiator, myriad of systems to navigate and cloud technology adoption create a compelling need for this solution. Our powerful Universal Queue routes the complete body of customer care on a single UNIFIED platform, creating efficient workflow and unprecedented operating visibility. And as inbound and outbound channels continue to proliferate, it becomes harder than ever to unify these elements to improve the customer experience. So key to paving the way for the contact center of the future is creating harmony in the environment.

The Three Pillars of our Universal Queue

- Customers have the right to channel selection, cross-channel flexibility and experience
- Agents have the right to knowledge and insight across channels in a methodology that is flexible and meets their work style
- Organizations have the right to optimized agent work patterns and insights that meet the operational needs of the contact center



The Universal Queue automatically pushes a seamless flow of work throughout the day to agents – based on their skills, availability and customer priority. The Universal Queue orchestrates native inContact channels, such as voice, email and chat as well as external contact center work items, such as social media, trouble tickets and CRM cases....virtually ALL work in the contact center. This intelligent routing system determines when active channels, like voice, should take precedence over passive channels, such as email. When a high-priority active communication is received, the system automatically interrupts the email work, parks it in the agent's personal cloud and then returns it to the queue when the agents is again available.

So what's the benefit and outcome of this contact center harmony?

- Agents are optimized in a way that has never been possible before to work on the next best thing, no matter what it is
- Supervisors and managers have a truly holistic view of what's happening in their centers and its impact on the customer experience and
- Customers get a satisfying and consistent experience regardless of their channel of contact.

Agility! Responding to the democratization of the consumer and the contact center

- No need for costly and slow IT or vendor professional services.
 - Much of your contact center can be configured by business users in an easy, intuitive way.
 - We allow you to access our experts as needed.
 - Technology so savvy, you don't need the geeks! Managers, take control of your own destiny.
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