



# InfoCentrix Multi-Touchpoint 4.0 Inbound IP Telephony

# Simple & Friendly

InfoCentrix Multi-Touchpoint 4.0 is the rising star of contact center software solution, architected and developed under SOA (service-oriented architecture) philosophy. Therefore InfoCentrix can provide centralized management and easily add intelligence to your existing " Touchpoint " system; ranging from PBX, VoIP platform, Fax, Email, SMS, Web Chat, ..... all the way to ATM kiosk as well as your

## 3G applications.

InfoCentrix allows you to tie any customer interaction and your resources together to better manage your contact center workforce, with reporting and analytic tools to help you meet your business goals by simply offering user-friendly solution for your operation.

# Support Tools

## Appointment



Appointment managements helps business schedule and appointments get organized quickly and easily. It provides easy appointment alert capabilities for businesses seeking to become more organized and efficient.



## Training



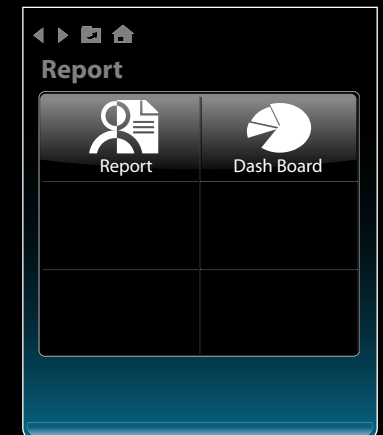
During free time of your agent, 'Self-training' tool can help your agents to enhance knowledge and better understanding of your products & services as well as any other customer service skill set that can provided via InfoCentrix using web service to access these training content.



## Report



Hundreds of reports & graphs will summarize overall performance in your multi-touchpoint contact center, you can always evaluate performance against service level obligations. With reporting tool, you can also create your own reports. All data can be exported to third-party Business Intelligence application.



## Announcement

On each workstation, InfoCentrix Smart Agent will give you new working experience, with many more support tools than any other software. With the graphical design base on understanding of high turn over rate of call center workforce, InfoCentrix requires less training time due to outstanding user-friendliness of the Software.





# Workforce Management

## Power Supervisor



Display real-time status on entire Contact Center's operation in order to inspect call volumes, abandon rate, and other performance ratios against KPI target on a single screen.

Workforce groups are represented by different color. Each group can be displayed on separated monitoring page.

Unlike supervisor level, manager level can view all groups under all colors.

To ensure service quality, supervisor can listen to conversation of agent and customer by just clicking on 'Agent Icon'.

Supervisors and agents can improve internal communication by using built-in instant messaging feature.

Can run multiple licenses, at multi-locations.

Ability to change background picture by yourself easily.

The interface displays real-time call center performance metrics and agent status. At the top, there are two sets of statistics for 'Total', 'Work', and 'General' categories. Below this is a filter bar for different groups: All Groups, Banking, Insurance, VIP, and Campaign A. The main area shows 15 agent cards, each with a profile picture, name, status, and call volume. At the bottom, a summary bar shows the overall agent status across all groups.

Category	Total	Work	General
Incoming Call	109	100	9
Inbound Call	100	99	1
Abandon Call	9	1	8
ASA Call	40		

Category	Total	Work	General
Outbound Call	60	55	5
Avg Talk Time		00:02:28	00:01:42
Abandon Rate		1.00 %	88.89 %
Outbound Fail			2.5%

Metric	Value
Waiting Call	7
Waiting Time	02:20
SLA (6 Sec.)	98 %

Group	Agent	Status	Call Count	LT	AT	TT
Banking	Jessica	Consult	1	03:00	00:30	02:30
	Aniston	Conference	1	03:02	00:15	02:20
	Jimmy	Available	1	03:10	00:20	01:30
	Maria	Transfer	1	03:05	00:18	01:44
	Brooke	Outbound	1	01:00	00:28	02:10
Insurance	Jennifer	Transfer	2	03:05	00:10	02:20
	Linda	Ringing	2	03:05	00:05	01:42
	Sindy	Outbound	2	03:15	00:24	02:45
	Babara	Inbound	2	03:01	00:22	00:56
	Joy	Inbound	2	03:20	00:10	01:30
VIP	Tiffany	Busy	4	03:15	00:05	02:28
	Jane	Inbound	4	03:20	00:12	03:01
	Helen	Hold	0	03:03	00:14	02:49
	Julia	Outbound	0	03:00	00:20	02:51
	Amelia	Wrap up	0	03:04	00:26	02:21

Summary	Value
Agent in Group	15
Available Agent	1
Busy Agent	1
Standby Agent	0
Working Agent	13

# Multi-Touchpoint



## Multi-Touchpoint Queue Manager

Show real time queues of all touch-point interactions with your customer.  
Two types:

1. Live Contact : shows one that need immediate handling e.g. waiting call or waiting Web Chat.
2. Non-Live Contact : shows one that less immediate or need to contact back e.g. Email, dropped call, or requested call back from ATM kiosk etc.

Multi-Touchpoint Queue		
Live Contact		
	Queue	LWT.
	3	01:00:05
	2	01:00:05
	1	01:00:05
Non Live Contact		
	Queue	LWT.
	10	06:00:05
	9	05:00:00
	5	00:01:00

## Call



Call control can be handled using InfoCentrix Smart Agent on screen including on-line contact, categorized by group or skill set, results in quick and accurate coordinating people inside & outside call center. Provide call history information, make it easy to manage huge call volume each day.

Call Control

Call	Group	Skill
Contact	Speed Dial	History
Agent		

Make Call Hang Up

## Email



Email can be responded via live or auto Email response system. The system also monitors response time of Email, showing as a KPI of your call center. Content Analysis feature helps distribute Email to the right group of service decided on 'key word' provided.



## SMS



SMS can be sent either on one to one, or broadcasting message to the group of customers. The system also keep history of SMS transactions. same as other touchpoints, Simple & Friendly

SMS

Mobile No. :

To :

Content :

History Send SMS



