

InfoCentrix Multi-Touchpoint 4.0 Contact Center Solution

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 Mobile Application.

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.



Multi-Touchpoint

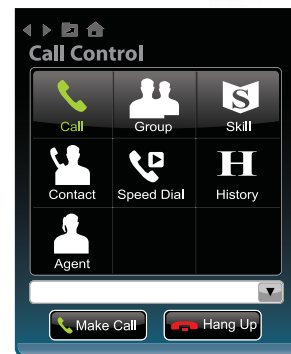
SMS

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



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.



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	

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.



Announcement

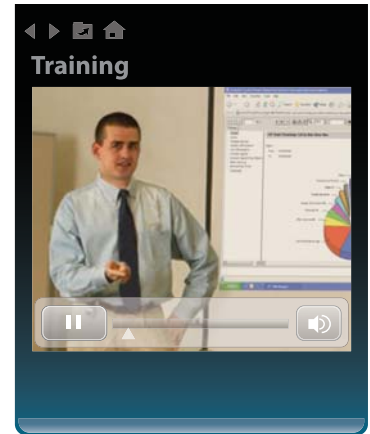
On each workstation, InfoCentrix Smart Agent will give you new working experience, with many more support tools than any other software. With the graphical design base on understanding of high turn over rate of call center workforce, InfoCentrix requires less training time due to outstanding user-friendliness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



Training



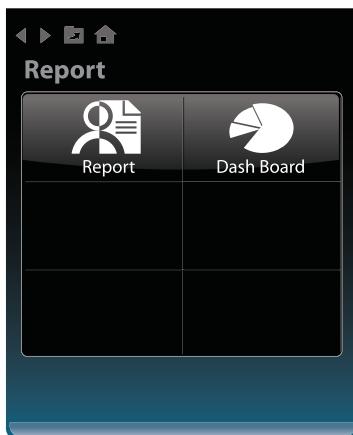
During free time of your agent, 'Self-training' tool can help your agents to enhance knowledge and better understanding of your products & services as well as any other customer service skill set that can be provided via InfoCentrix using web service to access these training content.



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 report data can be exported to third-party Business Intelligence application.



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.



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.

