Amcat Contact Center Inbound Solutions

Advanced inbound contact capabilities for inbound and blended contact centers

Amcat Contact Center Suite provides new and enhanced inbound contact features that dramatically improve customer contact and agent productivity by maximizing the resources and skill sets of the contact center.

By using Amcat's inbound features including CTI Screen Pops, Self Service Applications (IVR), Skills Based Routing, Virtual Hold Queue, Service Level Alerts and Call Blending, the contact center can achieve objectives of high levels of customer service and responsiveness with a minimum of resources.

Key Features

- CTI Screen Pops
- Skills-based routing
- Self Service Application Builder (IVR)
- Call Blending
- Virtual Queue
- Inbound service level alerts
- Automatic operation via day and time project mapping
- Recorded messages
- Comprehensive inbound reporting

Benefits

- **Maximizes staff resources.** Amcat Contact Center determines the agent groups best able to handle calls. Self Service Applications and Call Blending maximize agent resources.
- **Improves customer service and communication.** CTI screen pops allow agents to view customer critical data when the call is connected; the desktop retains the customer's data and agent's notes throughout the life of the call.
- **Improves customer interaction.** Features like Virtual Hold Queue and Self Service Applications (IVR) empower the customer and improve the overall customer experience.

Profitable contact centers growing with efficiency and flexibility from Amcat

Smart

amcat ™

The smart way to make contact ℠

How Does It Work?

Amcat intelligent skills-based routing routes incoming and transferred calls and uses CTI to access information from enterprise data sources. Following custom routing strategies defined by the contact center, calls are routed based on the following:

- ANI (Automatic Number Identification)
- DNIS (Dialed Number Identification Service)
- Self Service Applications (IVR, Interactive Voice Response)

The CTI-based inbound routing system, using ANI and /or Self Service information entered, looks up appropriate data that is stored in the customer database (for example, account number, social security number, or telephone number). The system then routes each call to the agent or agent group with the appropriate skills to handle the call and 'pops' the data on the agent screen. Calls can also be routed to a particu-

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lar agent or agent group based on customer preference information as specified in the customer database or through IVR. For example, if the customer is classified as a 'Gold' customer (high-profile customer, customer satisfaction issues, etc.), the system can route the call to the agent with the skills and experience to handle this type of customer

Example of Amcat Self Service Application Builder (IVR) design screen
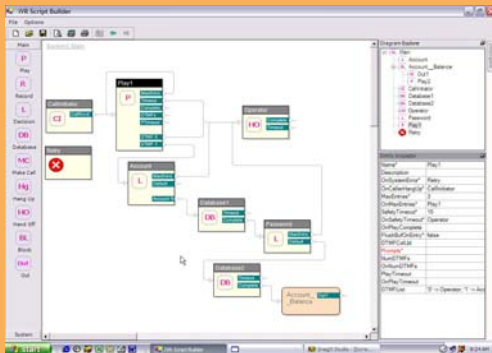
Inbound Features

CTI Screen Pops

Amcat marries the power of computers and databases with each and every contact made, inbound or outbound. With Computer Telephony Integration or CTI, Amcat increases your ability to use and access existing data in each contact. Amcat looks up and 'pops' relevant data onto the agent screen based on the inbound phone number or 'Self Service-IVR' input so that agents are empowered to speak intelligently to customers and prospects.

With CTI, contact center managers and agents are more productive and efficient since they are more effective in dealing with the contact whether the effort is for sales or customer service. CTI brings relevant data into the contact process and integrates important customer history, product data, service information, etc., into the contact in a meaningful and productive manner.

Intelligent Inbound Skills-based Routing

Amcat Intelligent Inbound Skills-based Routing offers the following features:

- Assigns skills and proficiency levels for each agent, such as language, training on various campaigns, or call type, for example, collections and telemarketing.

- Allows managers to establish agent skill groups and assign to projects.

- Looks up customer information in the contact center's database, then routes the call to the appropriate agent based on information in the customer record.

- Populates the agent's screen automatically with customer information from the database via CTI.

Inbound skill-based routing allows call centers to route inbound calls to the appropriate agent or agent group based on skill, experience level, language and availability. Contact center managers first create agent profiles containing language capabilities and experience level. Then, managers have unlimited capability to create agent groups and assign these groups to inbound projects. Agents can be members of multiple agent groups.

When a group is assigned to an active inbound project, agents assigned to the group automatically receive calls associated with the project. As an agent receives a call, the agent contact script for that project is displayed on the agent's screen and via CTI, any relevant data about the

caller is automatically 'popped' into the agent script to facilitate the interaction with the customer.

Self Service Application Builder (IVR Applications)

Self Service Application Builder (IVR) can work in conjunction with Intelligent Skills-Based Routing or as a standalone application. Managers can easily create self service applications (IVR) for their inbound contact center. Self service applications can help your contact center operate more efficiently by optimizing your most expensive resources, your agents, since customers can often obtain the information they need without the assistance of a live agent. This is because self service applications allow customers to access or enter information often without agent intervention. Typical self-service applications are:

- **Dynamic routing**
  - Skills based
  - Priority based
  - Service level based
- **Automated information retrieval and update**
- **Leave message in an agent mail box**
- **Automated attendant**
- **Touch tone control**
- **Play message**
  - Greetings and announcements
  - Advertising
  - Text-to-speech
- **Speech recognition**

Call Blending

Amcat Call Blending is designed to increase the efficiency of the call center and your ability to provide excellent customer service. Blended agents are specified to allow these agents to receive inbound calls and automatically switch to outbound calling (or vice versa) as the need arises.

Trunks can be assigned as strictly inbound or outbound or mixed. Agents can be designated as inbound, outbound or blended (inbound/outbound).

Blended agents *receive both* types of calls.

These agents can easily identify which type of call they are receiving because of alert tones and a different script screen will appear at the onset of the call.

Virtual Hold Queue

Amcat's Virtual Hold Queue provides your company with an extremely positive customer and image enhancing experience since it allows callers to avoid waiting in a hold queue. Whether the on-hold queue is just a few minutes or longer, often a customer's most difficult encounter with your company is when they are placed on hold.

Amcat Virtual Queue feature can eliminate this problem for your customers producing an extremely positive image for your company or the clients you represent. How? When a hold queue exists, customers can select this Amcat feature, hang-up and do other tasks without losing their place in line. When their turn arrives, they are called back automatically.

With this feature, customers are prompted with information including the 'Average Wait Time in Queue'. Other customer prompts can be customized according to business need via Amcat's Self Service Application Builder. After being prompted via recorded message for this feature, the customer may hang up without losing his place in the queue to speak to a live agent.

From the agent perspective, any captured caller information is displayed on screen and customer details are popped to the agent screen when the message is played. The agent also has the option to enter a preferred phone number from the message when there is no caller phone information captured, for example, the caller called from an office, etc. The system then dials the customer and connects the call to the agent.

Inbound Service Level Alerts

Inbound Service Level Alerts is a vital function that helps managers achieve corporate and client contracted inbound service levels. Each alert can be configured to: put out an audio alert on the Management Console(s), display a visual alert on the Management Console(s), email an alert, or any combination of the above. In addition, these alerts can be viewed by the real-time Web Service for third party use or displayed on a wallboard.

Inbound alerts include:

- Number of calls in queue
- Average time in queue exceeds 'n' seconds
- Call time in queue exceeds 'n' seconds (on a per DDI basis)

Dynamic operation via day and time project mapping

Amcat completely and dynamically automates the operation of inbound projects through its Day and Time Map function. This function provides PBX type functionality for the Amcat system in terms of auto-receiving and routing of calls. This feature includes:

- Start/stop time and day map, based on DDI
- At appointed time, system receives and hands off calls to agent groups configured for the project(s)
- Agents logged in are automatically made available to the projects by the Amcat agent software

During 'out of hours' operation, the inbound queue can automatically play an 'out of hours' message. When used with the IVR, calls can be handed off to a voice-mail system. No supervisor intervention is required once the inbound project has been configured.

Inbound Reporting

Amcat reporting features a comprehensive suite of standard historical and Web-based reports. The Amcat Management Console also provides real-time statistics based on inbound projects and agents working these projects.

Contact Amcat

Learn more.

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