



**10 ways to improve
First Contact Resolution**
Free Webinar - Thurs 14th March 2013 - 1.00pm

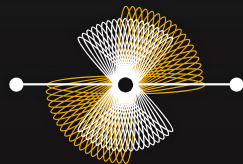


Improve First Contact Resolution

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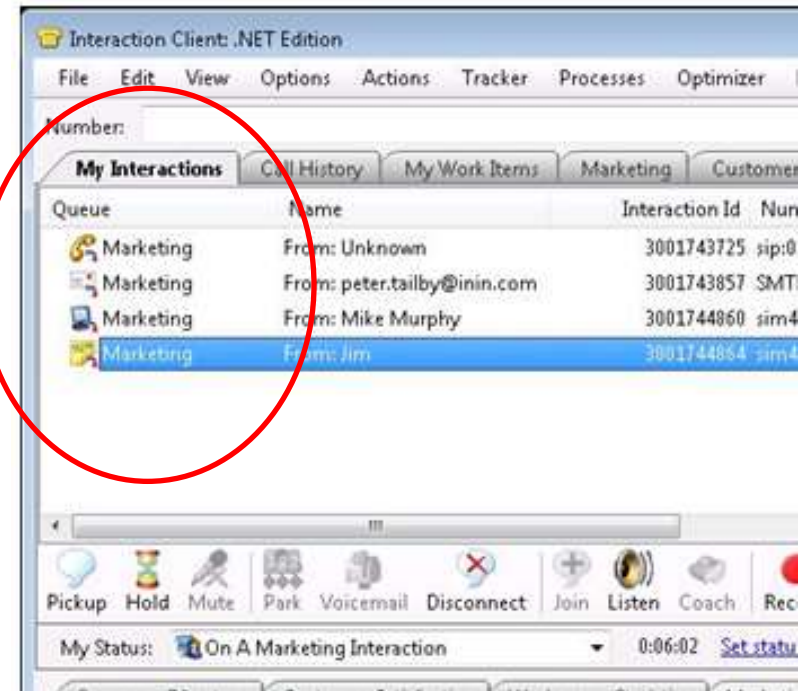


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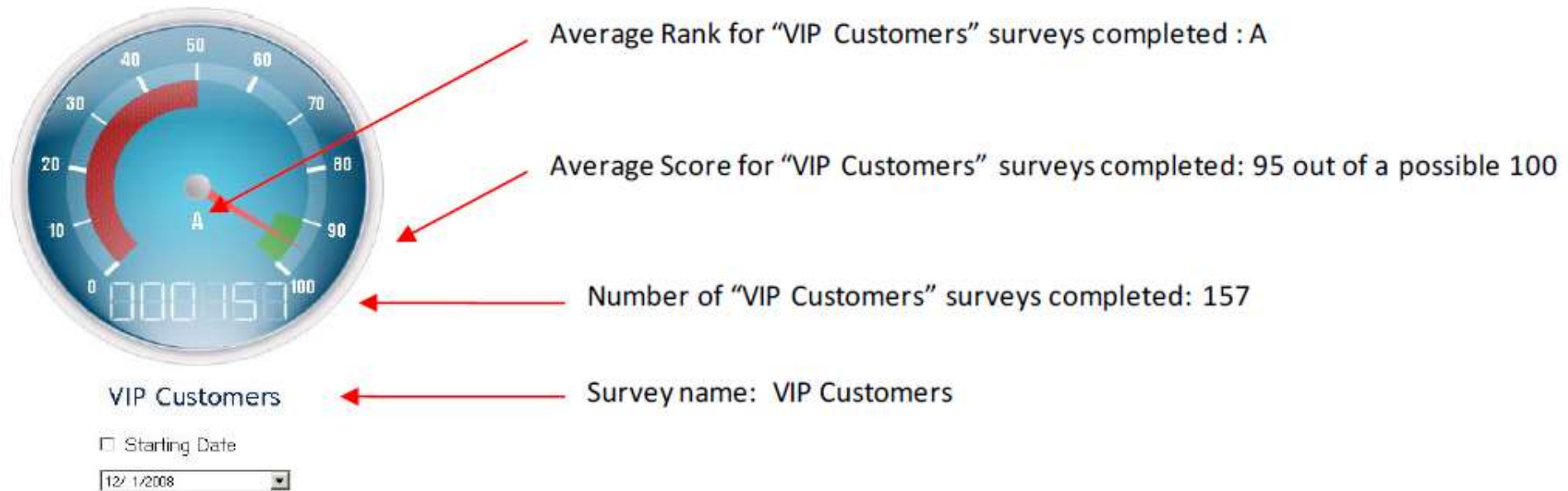


Tools needed for success?

- F “Contact” R
- Any Contact routing
- Any Channel recording
- Quality management
- Multi Channel analytics
- Survey Creation
- Survey Launch / Capture / Change...
- Reporting Dashboards
 - Real-time
 - Historical



Executive real-time snapshot of survey results!



Supervisor tool examples

Searching for and Listening to Recordings with Analyzer Tags, Keywords, and Scores

The screenshot shows a call recording interface with the following elements:

- Call Header:** "Call, - recorded on 4/8/2011 1:11:20 PM" with "Audio" and "Media" tabs.
- Waveform:** A blue audio waveform with a time axis from 0:00:18 to 0:00:44.
- Timeline:** A horizontal bar with several blue diamond markers. A callout box points to one marker with the text "I completely understand".
- Playback Controls:** A set of icons including a play button, a volume slider, and a search icon.
- Details Panel:** A tabbed interface with "Media Details", "Participant Data", "Attributes", "Audit Trail", and "Tags". The "Tags" tab is active, showing "First Call Resolution Positive".
- Buttons:** "Add" and "Save Changes" buttons at the bottom right.

Callout 1 (top right): Interaction Analyzer adds additional search criteria options to Interaction Recorder Client: By scores, keywords, categories

Callout 2 (bottom left): Recording playback marks spotted keywords allowing selection and playback

Callout 3 (bottom right): Recorder "Tags" hold spotted Analyzer categories and other quick-search markers

Multi Channel Contact routing

- Dynamic IVR questioning
- Calls and chats
- Calling Line Identity
- Email Address
- Builds the customers need
- Multi data dips
- Multiple systems



First Contact Resolution

- Pop content
- Empowered agent to confirm
- Pop tools
- Empowered agent to resolve
- Find and ask the Expert with Unified Communications
- Right 1st time!
- Update the history file



What about “Contact avoidance...”

- Gaps in your processes?
- Standby for the contacts
- Late / broken / lost / wrong / changed
- Re visit each process
- Automate in software to remove gaps
- Proactive customer updates
- Fast / efficient impression
- Right 1st Time
- =
- No need to contact!

Automation of business processes. Remove latency and errors making business processes predictable and efficient.



Interaction Process Automation (IPA)

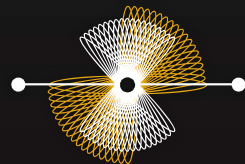
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