

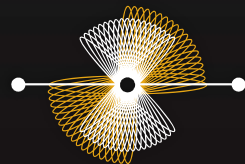
 **Free Webinar**
Interactive Intelligence **10 ways to reduce Average Handling Time**
callcentre 
helper! Thursday 17th January 2013 - 1.00pm 

Reduce Average Handle Time

Mike Murphy, Interactive Intelligence

mike.murphy@inin.com

+44 (0) 7889 07 8877



INTERACTIVE INTELLIGENCE[®]
Deliberately Innovative



ININ the “all in one” solution

- One application with functionality built in

Calls in/outbound	Chat	Email	SMS
Social	Routing / Skills / Call backs	Reporting Real-time / Historical	Recording / Quality Management
Workforce Management	Satisfaction Surveys	Knowledge base	Home working
Multi Language	IVR / Speech or Text To Speech	Real-time Speech Analytics	Screen POP / CRM Integrations
Mobile Apps	Process Automation	Unified Communications	Disaster Recovery

Customer Interaction Center (CIC)

Reduce Average Handle Time (AHT)

- One application with functionality built in

Calls in/outbound	Chat	Email	SMS
Social	Routing / Skills / Call backs	Reporting Real-time / Historical	Recording / Quality Management
Workforce Management	Satisfaction Surveys	Knowledge base	Home working
Multi Language	IVR / Speech or Text To Speech	Real-time Speech Analytics	Screen POP / CRM Integrations
Mobile Apps	Process Automation	Unified Communications	Disaster Recovery

Customer Interaction Center (CIC)

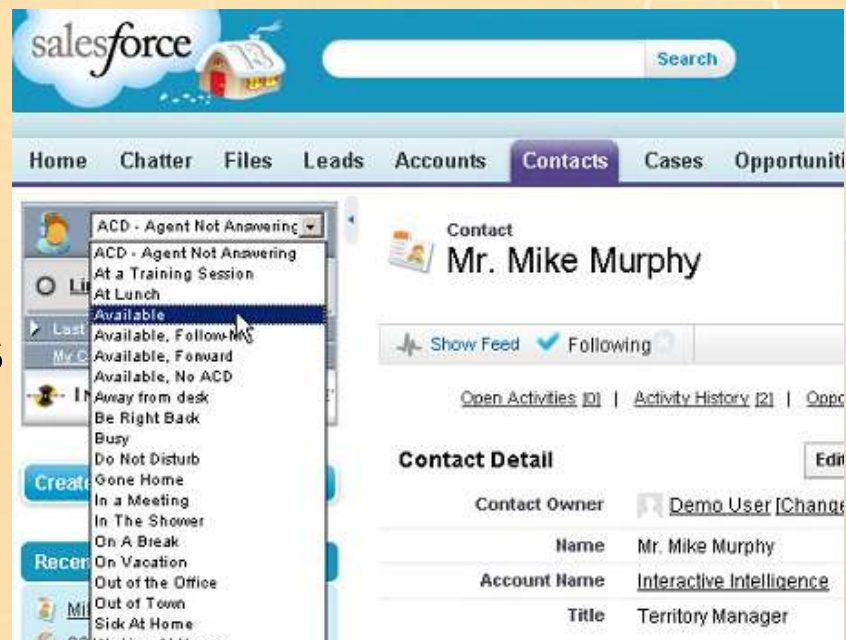
Mobile apps

- Customer has a question...??
- As we connect to an agent
- Already know;
 - Customer's Identity
 - Identity has been verified
 - What their issue is
 - Why they want to connect
 - Relevant context e.g. recent order
- Quickly / efficiently provide answer
- See more at
- <http://www.youtube.com/watch?v=eeZqgHYPOMY>



Screen pop

- Use what's learned so far
 - CLI from calls
 - Email Address / Chat log on
 - Answers to IVR questions
- Search database / databases
 - Off the shelf CRM systems
 - Mainframes / Green Screens
- Routing decisions and “Pop”
 - Populate a relevant script
 - Reduce or removed Identification & Verification process
 - Knowing the problem, suggestions to resolve problem
- Saves hour's / agent / day



Knowledge base

- One place for all of the answers
- Consistent message to customers
 - On-line
 - Agents
 - Auto responses for chat / email
 - Fast
- Assess the questions being asked
- Refine responses
- Exciting developments coming
- Speech analytics / knowledge base working hand in hand
- Auto fill the search based on “Key Words” heard



Process Automation

- Back office process handling
- Extend best practice from CC
- Take any process
 - Avoid the chasing customer calls
 - Send customer progress updates
 - Remove delays errors / absence
- For AHT in the contact centre;
 - Agent already knows process stage
 - Call will probably be avoided
 - Confidently predict when completion is expected
- Deliver the “When we say we’ll do it we’ll do it..” promise

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



Interaction Process Automation (IPA)

ININ the “all in one” solution

- Cloud or On Premise deployments

Calls in/outbound	Chat	Email	SMS
Social	Routing / Skills / Call backs	Reporting Real-time / Historical	Recording / Quality Management
Workforce Management	Satisfaction Surveys	Knowledge base	Home working
Multi Language	IVR / Speech or Text To Speech	Real-time Speech Analytics	Screen POP / CRM / Integrations
Mobile Apps	Process Automation	Unified Communications	Disaster Recovery

Customer Interaction Center (CIC)

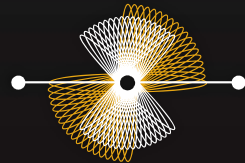
INTERACTIVE INTELLIGENCE

DELIBERATELY INNOVATIVE

Mike Murphy, Interactive Intelligence

mike.murphy@inin.com

+44 (0) 7889 07 8877



INTERACTIVE INTELLIGENCE®

Deliberately Innovative

