Reduce Average Handle Time

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## ININ the “all in one” solution

- One application with functionality built in

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**Customer Interaction Center (CIC)**
Reduce Average Handle Time (AHT)

- One application with functionality built in

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Customer Interaction Center (CIC)
Mobile apps

• Customer has a question…??
• As we connect to an agent
• Already know;
  o Customer’s Identity
  o Identity has been verified
  o What their issue is
  o Why they want to connect
  o 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, and 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
ININ the “all in one” solution

- Cloud or On Premise deployments

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INTERACTIVE INTELLIGENCE
DELIBERATELY INNOVATIVE

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