

TALISMA PHONE

Merge Cross-Channel Interactions into a Single Desktop



"We have over 250 agents in three call centers. Talisma Phone helped reduce agent callbacks by over 25%."
--Talisma Telecom Client

THE BUSINESS PROBLEM

Telephone calls are an expensive way to communicate with your customers, and can often lead to customer frustrations. Quite often, customers only have one or two quick questions they need assistance with. Long wait times aggravate customers, challenge agents, and diminish satisfaction. Furthermore, once a customer connects with a real person, unorganized data in multiple systems and limited access to interaction history puts the agent on an island. Faced with this environment, the mandate to cut costs and improve customer satisfaction is difficult to achieve.

THE TALISMA SOLUTION

Talisma Phone empowers companies to cost-effectively merge data from disparate systems and thread the entire interaction history. Agents can instantly see all previous contacts and relevant data across all channels. Customers interact with agents who can put all previous calls in to context, building on previous interactions. Productivity increases, transfers and callbacks decline. This holistic customer view not only improves customer satisfaction, it truly enables long-lasting relationships.

TALISMA PHONE BENEFITS

- **Increase Customer Satisfaction:** Furnish agents with history and cross-application context, route calls to the proper agent automatically; personalize each call with agent screen pops
- **Boost Agent Productivity:** Single-window data view, minimize holds and multi-application look-ups, reduce agent downtime with expert queuing and routing
- **Measure, Manage, and Succeed:** Improve SLA's easily with dashboards, timers, and reports; leverage deep integration with existing infrastructure for cross-platform reporting
- **Central Desktop Control:** CTI integration, includes screen pop

TALISMA PHONE

Talisma Phone presents caller ID, history, and other records in one window.

KEY FEATURES

Soft Phone Functionality

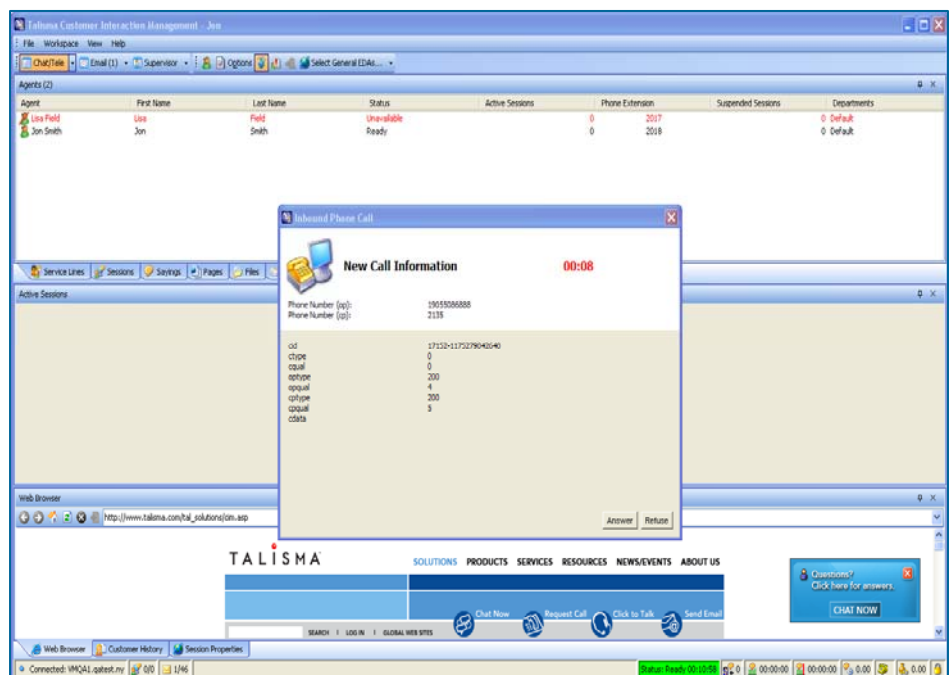
- Hardware neutral, leveraging previous investments
- Caller ID enabled screen pops
- Accept, reject, transfer, hold, and conference calls
- Automatically update agent status in the ACD system and the reports

Supervisor Tools

- Full timer and load-level dashboards
- Non-technical management of agent permissions, roles, and team assignments
- Extensive real-time, historical, and custom reporting
- Email delivery of scheduled reports

Productivity Tools

- CTI screen pop
- Integrate with other systems in a single window
- Single agent sign-on
- Multilingual desktop
- Threaded caller history across all interaction channels
- Record and retain date and time stamped call files with agent notes
- Web call-back, enables customers to be contacted when they choose



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