

NGEN CISCO ICM INTEGRATION

Provide Multi-Channel Intelligent Routing, Agent Blending, and Reporting



"nGen Cisco ICM Integration provides our customers with the option to tailor their customer experiences by enabling a very personalized and consistent service delivery. The solution allows the 'Universal Agent' to handle multiple channels of communication, such as email, chat, and phone, through a single console delivered by a powerful routing engine and unified reporting."

*--Nikhil Govindaraj,
VP of Products*

THE BUSINESS PROBLEM

With multiple solutions for routing calls, handling email, and managing Web chat, even the most successful customer service organizations face integration challenges. How can your organization balance workload with multi-skilled agents, prioritize important customers, and unify reporting?

THE NGENERA CIM SOLUTION

nGen Cisco Intelligent Contact Management (ICM) Integration provides interaction routing at the enterprise level and delivers the right interaction to the right agent at the right time. The solution simplifies your contact center and blends multiple communication channels, enabling your contact center to deliver an exceptional customer experience.

The result of nGen Cisco ICM Integration is a single agent desktop that handles interactions regardless of communication channel, which substantially increases agent productivity and efficiency. Universal Queue capabilities coordinate an agent's ability to work on multiple tasks from various channels while allowing agents to be interrupted with high-priority items, fostering efficiency and a rapid return on investment.

NGEN CISCO ICM INTEGRATION BENEFITS

- **Unified Routing:** Intelligent, optimized, and configurable logic-driven distribution of contacts to the best available multi-channel enterprise resources as they enter the company's network.
- **Customer Profile Routing:** Provide the best support for your best customers. Prioritize interactions using customer data. Enable up- and cross-sell opportunities when customers are guided to their solutions in real-time.
- **Make a Visual Connection:** CoBrowse functionality can be utilized while engaging over the phone or chat simultaneously to provide visual cues to the customer as well as a comprehensive sales or support experience.
- **Converged Reporting:** Provide a one-stop solution for accurate multi-channel reporting. Provides real-time and historical data necessary for mission-critical contact center reporting with support for standard and custom reports. Offers an open software architecture enabling exporting of reporting data to external data warehouse environments.
- **Leverage Your Existing Telephony Infrastructure:** No need to replace your telephony hardware and software solution. Capitalize on your existing infrastructure or upgrade and support CTI software solutions offered by nGen Phone.

NGEN CISCO ICM INTEGRATION

nGen Cisco ICM Integration provides a unified approach to interaction routing in the contact center across multiple media types. This enables agent productivity and enhanced customer satisfaction.

KEY FEATURES

Multi-media routing

- Extends routing capability beyond phone to email, chat and CoBrowse interactions
- Leverage existing infrastructure for telephony

Unified reporting

- Multi-channel reporting from one source
- Real-time and historical data
- Extensible to custom data warehouses

Customer Profile Routing

- Enable routing based upon customer data
- Prioritize based upon customer value

Increase Productivity

- Agents focus on interactions automatically prioritized, across all media types
- Single supervisor interface

