

## nGen Email

*Offer Personal Touches with Professional Power*



*"[nGen] Email guarantees that our guests' requests are addressed in a personable and timely manner, as consumers expect emails to be treated as promptly as phone calls."*

*--Carnival  
Cruise Lines*

### THE BUSINESS PROBLEM

As more customers choose email as their preferred method of communication for inquiry resolution, customer contact centers will become inundated with managing and answering customer email inquiries. Consequently, response times will be measured in days rather than minutes and can cause immense customer frustration. To assure customer satisfaction, companies must prepare their contact centers by deploying an email management solution that will both cut costs and respond to the increasing volume of email.

### THE NGENERA CIM SOLUTION

A component of nGenera's Customer Interaction Management (CIM) Suite, nGen Email is a flexible, cost-effective email management automation system designed to administer large volumes of incoming email. With an easy-to-use interface, agents see a complete view of each customer's history across multiple emails and multiple channels. nGen Email also enhances agent productivity and quality of interactions through automatic responses using nGen Answer, pre-scripted responses, and optional Knowledgebase integration. According to a Jupiter Research article titled *Justifying the Costs of Technology*, "Companies that deploy email automation systems are able to handle 54 percent more email inquiries per hour than those with customer build applications, and 63 percent more than companies using business applications."

### NGEN EMAIL BENEFITS

- **Respond Rapidly, Accurately, and Securely:** 24x7x365 communication, authentication and HTTPS connections, intelligent routing rules, automatic categorization, suggested responses, and managed escalations.
- **Improve Agent Productivity:** Streamline agent operations with expanded workspace capabilities. An agent can view 50 emails at a time and view up to 5,000 emails in their mailbox. Support multiple email chains in multiple mailboxes. Full-text indexing of emails increases the speed of email retrieval—and decreases the time to resolution.
- **Measure and Optimize Performance:** Sophisticated reporting tools optimize contact center operations, such as reporting on which preset responses are most commonly used. Real-time management dashboards, agent timers and extensive management reports; 'Quality Control Outbox' configuration.
- **nGen Answer:** Immediately reduce the number of customer emails that require agent action with automated response technology. Reply to incoming email in less time with less overhead and fewer agents despite increasing volumes of inbound email.

*Intelligent routing, an intuitive user interface, and powerful knowledge and productivity tools empower agents to achieve high first time resolution rates and improved customer satisfaction.*

## KEY FEATURES

### Intelligent Rules and Routing

- Configurable routing based on subject lines, Web form or email content
- Automatic response and categorization engines
- Configurable transfer and escalation rules

### Productivity Tools

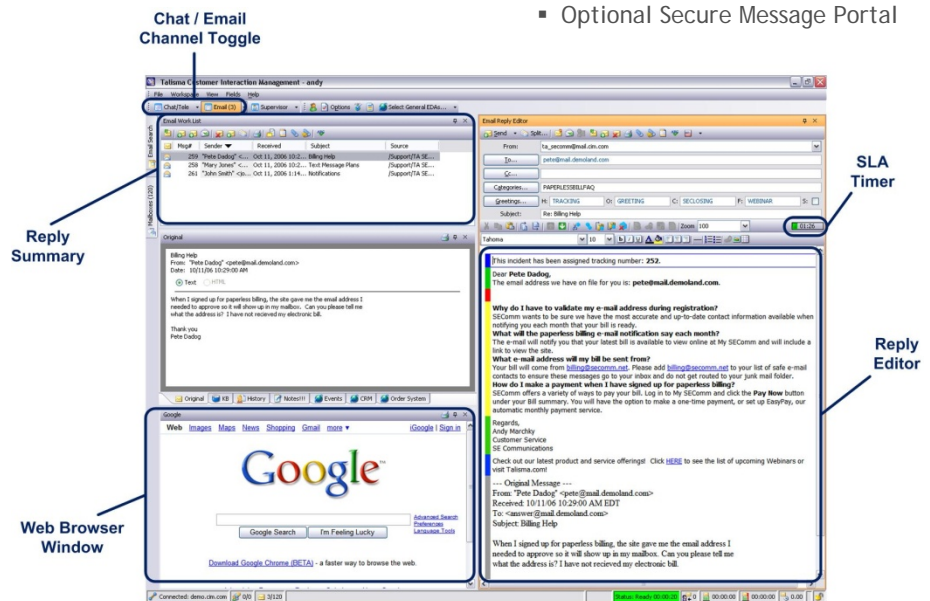
- Generate automatic responses/suggested responses
- Threaded history across all interaction channels
- Knowledge management integration
- Keyboard shortcuts, block editing, and spell check
- Merge fields for easy personalization
- Agents can manage multiple emails on multiple timers
- Multilingual dictionaries

### Manager Functionality

- Customize agent and supervisor desktops
- Real-time, historical, and custom reporting on active emails, inbox content, and response times
- Configurable "Quality Control Outbox" can hold selected emails for supervisor review
- Easy, point-and-click administration of agents, permissions, and roles
- Automatically filter slang and undesired language and content

### Audit Trails and Compliance

- Content and author information is time-stamped and stored
- Complete historical record improves customer interactions and regulatory compliance
- Optional Secure Message Portal



nGen Email Interface