



Presence Voice Inbound and Intelligent Routing

the perfect combination for reception campaigns

Presence Voice Inbound is a call management platform that together with Presence Intelligent Routing provides a working scenario for Contact Centers based on pre-routing logics and distribution to powerful and flexible agents.

Presence Voice Inbound allows blending between outgoing and incoming calls as they are integrating with Presence Voice Functionalities Outbound. It also provides a historical complete interaction with the customer through of the telephone channel and identifies the customer in a way that via the phone number.

Presence's Inbound solution enables CTI integration by automating the tasks agents must perform manually.

Its functionalities allow to group in the same application all the most common tasks in the management of a call and to present in an agile way the information of the contact.

Presence Intelligent Routing has an intuitive graphic designer to easily create advanced treatment strategies and routing interactions in the form of a block diagram. Presence Intelligent Routing allows you to easily design and maintain strategies that allow you to identify the context of each interaction and decide on the flow of actions on the call based on the dynamic evaluation of conditions such as:

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- Agent status, service levels and estimated queue times based on time of day.

Presence Inbound, in combination with the rest of the Presence Suite modules, provides the agent with all the necessary tools for the optimal management of each contact in the shortest possible time, increasing the first call resolution ratios and guaranteeing an unbeatable service and customer experience.

ADVANTAGES	FEATURES
<p>It also extends the offer of differentiated services according to the value and situation of the client to telephone attention.</p>	<p>The Presence Intelligent Routing module enables the easy creation and maintenance of powerful routing strategies and prioritization of call handling and distribution, with decisions based on context data, value and situation of the customer with the company. Presence IR has a wide variety of predefined connectors to access existing information systems and CRM databases to retrieve the most up-to-date business information that must be considered to establish the personalized treatment of each call.</p>
<p>Optimizes the average management time of each call and associated costs without compromising quality of service.</p>	<p>Presence Web Scripting allows the agent to present messages and dynamic arguments based on customer responses, as well as those information fields (with automatic input validation) required. Additionally, Presence Web Scripting allows you to easily integrate business information about the customer's context retrieved in real time from systems such as a CRM in workspace fields, speeding up the management time of each call.</p>
<p>Reduces the percentage of call abandonment and optimizes the use of available lines and agent time.</p>	<p>Presence Inbound allows customers to inform about the estimated waiting time if the call is queued and even offer the return of the call at times of less saturation.</p>
<p>Reduces the training cycles of agents, reducing the cost to make them productive.</p>	<p>The Presence Web Agent application is oriented to offer maximum ergonomics and usability, reducing the learning curve in its handling.</p>
<p>Facilitates immediate collaboration with another department or resource and maximizes the resolution ratio in first contact.</p>	<p>The Presence Web Agent application integrates transfer options with query and conference, including frequent contact agendas and directories of other agent groups. In the case of Presence Inbound agents, an agent can also check their occupancy status in real time to decide whether to involve them in the call.</p> <p>It is also possible to transfer an agent's workspace with the customer context next to the call between Presence Inbound agents.</p>
<p>Facilitates continuity and follow-up in the management of each client's problem until its total resolution.</p>	<p>In cases where the agent does not have the means to solve the customer's problem in the first contact, Presence Web Agent makes it easier for the agent to schedule subsequent follow-up calls and automatically retrieve the customer's context in each interaction.</p> <p>Additionally, the option can be enabled for agents that manage an initial interaction with a customer to be established as a preferred agent.</p>

Contact us and discover how Enghouse Interactive can transform Contact Center in an essential function within your organization

Enghouse Interactive (www.enghouseinteractive.es) offers the technology and expertise to maximize the value of each interaction with the customer. The company develops a broad portfolio of customer interaction management solutions. Key technologies include contact centers, attendance console, predictive dialer for outgoing calls, knowledge management, IVR and solutions of Recording of calls compatible with any telephony environment, in purchase model, rental or in the cloud. Enghouse Interactive has thousands of customers worldwide, supported by a global network of partners and more than 800 people dedicated to operations of the company.

More information at www.enghouseinteractive.es