OMNICHANNEL CLOUD CONTACT CENTER SOLUTION FOR ENTERPRISE

B R I •
• **G H T** **T**
P A T •
T E R N

Voice

Rich Web Chat

In-App Customer Service

Video

SMS

E-mail

Messaging Apps

BLENDED OMNICHANNEL ROUTING

Handling more than one interaction of various media types, including multiple simultaneous communications between a representative and a customer is a breeze with ServicePattern.

Blended interaction distribution takes into account multiple skills, contact history, escalations and priority, irrespective of channel. Based on back-end data, interactions can also be distributed personally or re-prioritized.

Fine control over the interaction blend on an agent desktop is easy to set up. For example, ServicePattern allows a voice call to interrupt the processing of an e-mail message or up to 2 chats.

AGENT DESKTOP, PURE HTML5/JS UI

Agent Desktop is a web application, supporting 4 major browsers. It offers controls to handle interactions of all supported types, along with internal chat, interaction flagging and real-time personal metrics.

The softphone/videophone component is included, installed as browser plug-in. In addition, calls can be handled via a PSTN phone number, by dialing in and keeping the line open or using a SIP hardphone.

The UI is role- and context-based, offering only the features allowed by the privileges of the logged-in user. The UI is constantly adjusting to offer optimal controls to handle the task at hand. All system administration is performed via a single, easy-to-use web interface.

POWERFUL SUPERVISION TOOLS

Supervision tools are built into the Agent/Supervisor Desktop, extending it with real-time statistics dashboard for supervised teams and services.

1. Handy customizable alerts draw the supervisor's attention to anomalies

2. Calls and other interactions can be monitored (including coach/barge-in modes) and graded on-the-fly
3. Supervisor can watch agents' screens

OMNICHANNEL IVR

IVR and other media are controlled by scenarios that consist of user-friendly blocks, combined into flows using a drag-and-drop web-based UI.

The scenario blocks offer extensive functionality, including accessing web services, databases and Salesforce.com

BUILT-IN QUALITY MANAGEMENT

Quality management records all interactions and allows searching, reviewing and grading recordings. Screen recording option allows recording screens during and in between interactions.

Monitoring of calls, screens and other interactions (including coach/barge-in modes) is augmented with grading on the fly.

Quality management reports also include survey data and are offered by agents, service, and teams.

OUTBOUND DIALING AUTOMATION

Outbound dialing automation increases agent productivity during outbound dialing. ServicePattern supports predictive, preview, and automatic dialing modes.

The campaign operator dashboard allows monitoring and control over campaign execution in real-time.

REPORTING

A number of historical reports are available out of the box. The reports can be run ad-hoc, as well as scheduled and delivered over e-mail or FTP.

Historical reports are customizable using free tools. In addition, historical data can be accessed with 3rd-party reporting packages.

COMPLIANCE & SECURITY

ServicePattern has all necessary features that help you to achieve compliance for HIPAA, PCI and TCPA.

1. Role-based access control
2. Audit log
3. Recordings and transcripts encryption
4. Communications encryption

INTEGRATIONS

Salesforce.com, RightNow, MS Dynamics, Zendesk and a number of APIs for custom integrations.

DEPLOYMENT OPTIONS

A number of deployment options are available, all based on the same robust platform:

1. Public cloud
2. On-premise / private cloud, or hybrid cloud
3. Self-hosted branded public cloud (for qualified partners)

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