



Contact centers face many challenges, such as dealing with increasing workloads without additional budget. When managed properly, the Internet can help you improve service levels with less effort. On the other hand, without the right solution you can find yourself struggling to handle growing volumes of email. iService provides the ideal solution for contact centers that need to manage inbound email and an increasing volume of customer contacts. iService is easily customizable, has a low learning curve, and can be implemented quickly.

Designed for Contact Centers

You have tools in place to manage inbound phone calls and to consistently get your caller to the right person at the right time. However, when email enters the mix, most contact centers face new challenges. Solutions are usually implemented in the following stages.

Shared Mailbox (worst) — If your agents share access to a mailbox, you lose accountability and have no tools for managing your email response process.

Help Desk Solutions (better) — Often, a help desk type of solution is implemented to try and put structure around the incoming messages. This helps initially, but manually assigning messages is not efficient and help desk products aren't designed for email response management.

iService with ACD Routing and Contact Management (best) — The best solution is iService with skills-based routing for email, a customizable view of contacts, integrated ticket system, complete interaction history, and an easy to manage self-help knowledgebase. iService will help you streamline all of your interactions and manage larger workloads.

With iService you get ...

- ◆ *Email response system designed for contact centers*
- ◆ *Web-based knowledgebase that's easy to use*
- ◆ *Contact management for all communication channels*

Key Contact Center Features

- ◆ **Deliver fast, accurate responses** to every email.
- ◆ Provide a **self-help knowledge base on your website** to reduce cost and increase customer satisfaction.
- ◆ Use **skills-based routing of email** to decrease resolution time by getting email to the right person.
- ◆ Use **single-click response templates** to increase agent productivity and response accuracy.
- ◆ Ensure **all interactions are archived** and integrated with contact history.
- ◆ Leverage **interaction history** to provide quality assurance.
- ◆ Use **agent created tickets** to ensure customer issues are handled promptly.
- ◆ Use **customizable contact records** that provide the exact view of your customers you want to see.

