ORACLE CONTACT CENTER ANYWHERE: INTERACTION MANAGER

- Web-based for global access
- Agent on-demand recording
- Customer interaction history
- Single, unified interface
- Built-in help
- Agent scripts
- Visual call control
- Business office communications

Oracle's Contact Center Anywhere Interaction Manager, a Web-based call control and contact management tool, manages all agent interactions—maximizing the use and performance of agent resources.

Web-Based Tool Maximizes Agent Productivity

Maximizing your agents' productivity is key to contact center success. Agents require intuitive, comprehensive, and easy-to-use tools so they can consistently provide superior service. Oracle's Contact Center Anywhere Interaction Manager maximizes the use and performance of agent resources by moving agents seamlessly between handling inbound and outbound call campaigns, replying to e-mail, and conducting Web chats. Supervisors use the same tool with added capabilities that handle transferred interactions, monitor and coach agents, and broadcast or send one-to-one text messages.

Unified Interface Manages All Agent Interactions

The Interaction Manager's intuitive desktop display handles all agent interactions. It presents incoming customer interactions of all types in the same location on the agent's display and alerts the agent to the type of contact—inbound automatic call distributor (ACD) call, voice message, scheduled callback, Web-based interaction, or outbound predictive or preview call. This design improves the handling experience and service delivery, and empowers agents with the capabilities they need to most effectively process that communication.

The system displays all collected customer data, together with the interaction, in a frame labeled "Active Interaction." Agents can also access customer data from previous interactions in the online Customer Interaction History. They can also use the "Opening Script" interface to view a script customized to the type of interaction they are receiving and, if needed, view more detailed scripts with embedded hyperlinks.

The Interaction Manager makes it easy to productively manage all types of customer interactions by delivering e-mail messages along with a suggested response for the agent. It also presents scripting for inbound and outbound call campaigns.

Voice-call handling functions include hold, transfer, conference, voice mail, mute, load script, and load FAQ. Personal options available for users are last call, check messages, missed calls, and change status. Agents can also record calls on demand, if their profile allows this capability.

ORACLE®
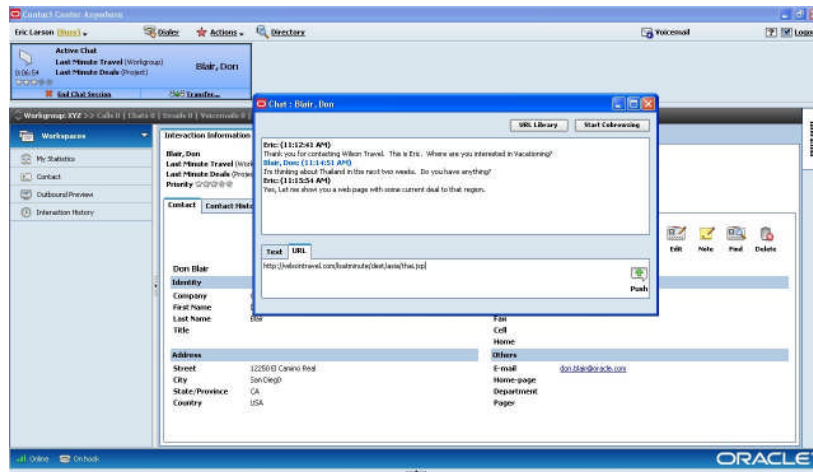
A chat session in the Interaction Manager's agent interface.
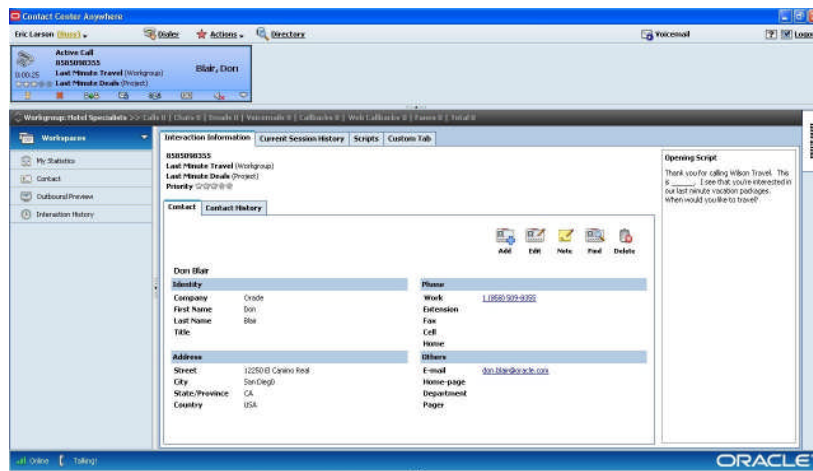
A workgroup call in the Interaction Manager's agent interface.

Keep Track of Customer Interaction History

Contact Center Anywhere's Customer Interaction History keeps track of all customer interactions, no matter what medium is used to contact your company. It contains all customer interactions, allowing agents to view a customer's entire history with your company, in chronological order across all media channels. Agents can also view notes taken on calls, listen to recorded voice conversations, and review e-mail messages and text chat sessions. Chat transcripts show the text that agent and customer typed and all URLs that the agent pushed. Call histories include all call transfers, interactive voice response (IVR) selections, and time spent on hold. Contact Center Anywhere makes it easy to integrate customer relationship management data, so your agents have a complete view of each customer's history and their value to your enterprise.

ORACLE
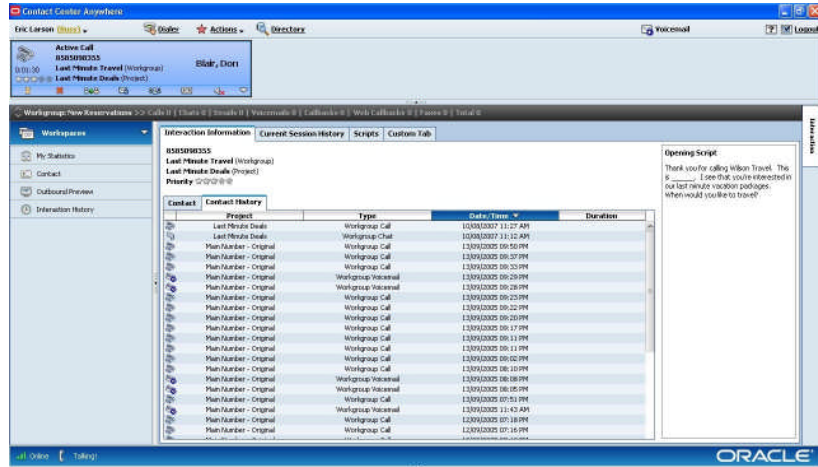
Contact Center Anywhere allows agents to view a customer's entire history with your company, in chronological order across all media channels.

One-Click Access to Current Session History

With Contact Center Anywhere, agents have one-click access to a detailed display of the customer's complete history from the start of the current interaction. The Current Session History displays all call details, including time on hold, IVR selections, and transfers. This gives agents a real-time view of the customer's current call history—an important feature for businesses that provide concessions to dissatisfied customers, to keep or win their business. For example, if a customer complains to an agent about being kept on hold for an hour, you can offer that customer a discount to compensate for the time spent waiting. While other systems wait to deposit the current call history until the end of the call—when it will be too late to verify the claim—with the Current Session History feature, agents view the customer's current call history in real time.

Follow-Me Feature Lets Customers Reach Specific People

To be successful in the world of sales and customer service, you must have a world-class communications infrastructure available around the clock, seven days a week. Customers might expect to be able to reach a specific company representative before or after normal business hours. With Contact Center Anywhere's configurable phone destination capability, each agent, salesperson, and employee can easily change where their calls are sent—to a PBX extension, home phone, cell phone, or any SIP or H.323 phone. This ensures that customers reach the people they need the first time they call.

ORACLE®
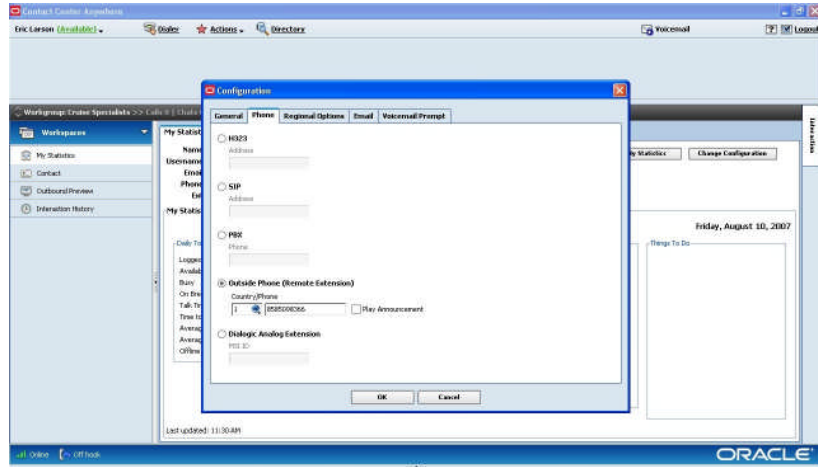
The Configure dialog box allows each agent, salesperson, or employee to easily change where their calls are sent.

Web-Based Remote Agent and Supervisor Capabilities Add Organizational Flexibility

Extending contact center infrastructure to include remote agent and supervisor capabilities adds flexibility, reduces overhead, provides recruiting and retention benefits, and enables contact centers to access a larger pool of agents. It can also eliminate overtime expenses, deliver time-zone efficiencies, provide backup resources, and unify multiple locations. Because Contact Center Anywhere is Web-based, there is no need to install and maintain software on each remote user's PC. The Web-based call control interface, designed for use by a distributed workforce, gives remote workers the same advanced call handling capabilities as local users.

Integrate Business Office Communications

Contact Center Anywhere can integrate with—or replace—traditional PBXs. For multisite environments, Contact Center Anywhere can act as an overlay across all locations, switching equipment, and handsets. Contact Center Anywhere's softswitch is designed to accommodate onsite and remote agents and business employees. Voice features include the ability to manage multiple calls, drag callers in and out of voice mail, create instant conference calls, transfer calls to internal extension numbers or external numbers, and view company directory information.

Contact Us

For more information on Oracle's Contact Center solutions, Contact Promero, Inc.

Toll Free: (888) 204-0822 Tel: (954) 935-8800 Option 7 Fax: (866) 504-4212

E-mail: sales@promero.com