



RIVERSTAR

CUSTOMERS TALK.
WE LISTEN.



For the Customer

- Consistently receive outstanding experiences and become more loyal patrons.
- Value following an efficient workflow with agents who focus on them, not the process.
- Receive high quality interactions that are intelligent, proactive, personalized and efficient.

For the Agent

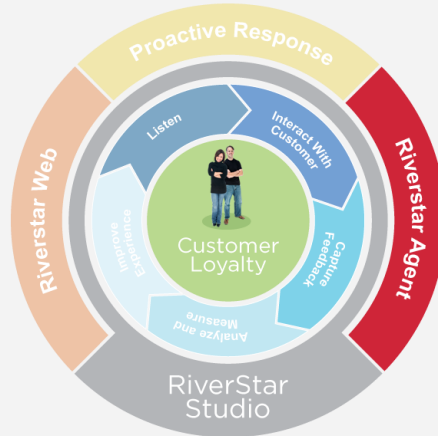
- Agent training time is reduced by more than 50%.
- Agent call handle time is reduced by 10% on average by following guided workflows that allow the agent to focus on the customer rather than process.
- Greater access to collaborate with peers and supervisors on calls which boosts agent morale and increases First Call Resolution (FCR).

For the Company

- Up-sell and cross-sell instances that notify agents when it is the ideal time to present offers, increasing customer conversion rates.
- Greater visibility into key metrics and business processes using real time monitoring, analytics, and reporting.
- Enhance the customer experience with improved insight into timely customer conversations while maximizing your ability to respond.
- Greater collaboration between management teams and agent groups and individuals.

RiverStar Agent™

RiverStar Agent is the unified agent desktop that puts the customer at the center of all interactions and processes, regardless of the channel – phone, web, or social media. Enable a great agent experience that allows agents to consistently deliver outstanding customer experiences.



Unified Agent Desktop - Using one unified interface and a single sign-on, your agents are freed from navigating between multiple applications and interfaces. Complemented by RiverStar Studio's integration engine, information from other systems and applications are viewed on a customizable agent desktop.

RiverStar Workflow maps the customers' interaction points using pre-built or custom workflows that guide the interaction to resolution or appropriate disposition. RiverStar Agent displays relevant content and data to agents at the appropriate time in the workflow.

Case Management allows agents to capture, track, and assign cases from initial interaction to the point of resolution. RiverStar Agent can route and escalate cases to the correct user or group.

Knowledge Base and FAQs provide agents with the ability to answer customer questions consistently and quickly during the workflow. Agents can swiftly provide effective call resolution by searching through context sensitive FAQ and reference document libraries.

Agent Chat and Broadcast allows agents to chat with other agents in their assigned group or with their supervisor to request assistance.

Email Support parses emails as they come in to customer support and are then routed to the appropriate agent. Agents can ensure that email support requests are handled efficiently by accessing a centralized library of email templates.

SMS communication provides another channel of communication between you and your customer.

Contact Management provides out of the box traditional CRM functionality which includes maintaining information about each contact and their history.

Call Tracking records the actions (e.g., every page, every button click, every piece of data entered) of the agent and includes these in the call history or call wrap-up notes which reduces the time the agent spends summarizing the call.

Call Dispositioning automatically creates a proposed disposition based on what happened during the call. The agent can either accept the proposed disposition or edit it allowing them to take the next call sooner while minimizing errors in the dispositioning process.

CTI Integration in RiverStar Agent makes it easy to integrate with any mainstream CTI platform. Support basic screen pops with appropriate data transfer, which reduces agent data gathering requirements and improves productivity.