

Virtual Contact Center

Omnichannel Routing

A contact routing and interaction management suite.

Seamlessly connect customers to the right agent across any channel.

Omnichannel Routing on Virtual Contact Center is a contact routing and interaction management suite that empowers your agents to positively and productively interact with customers in any channel.

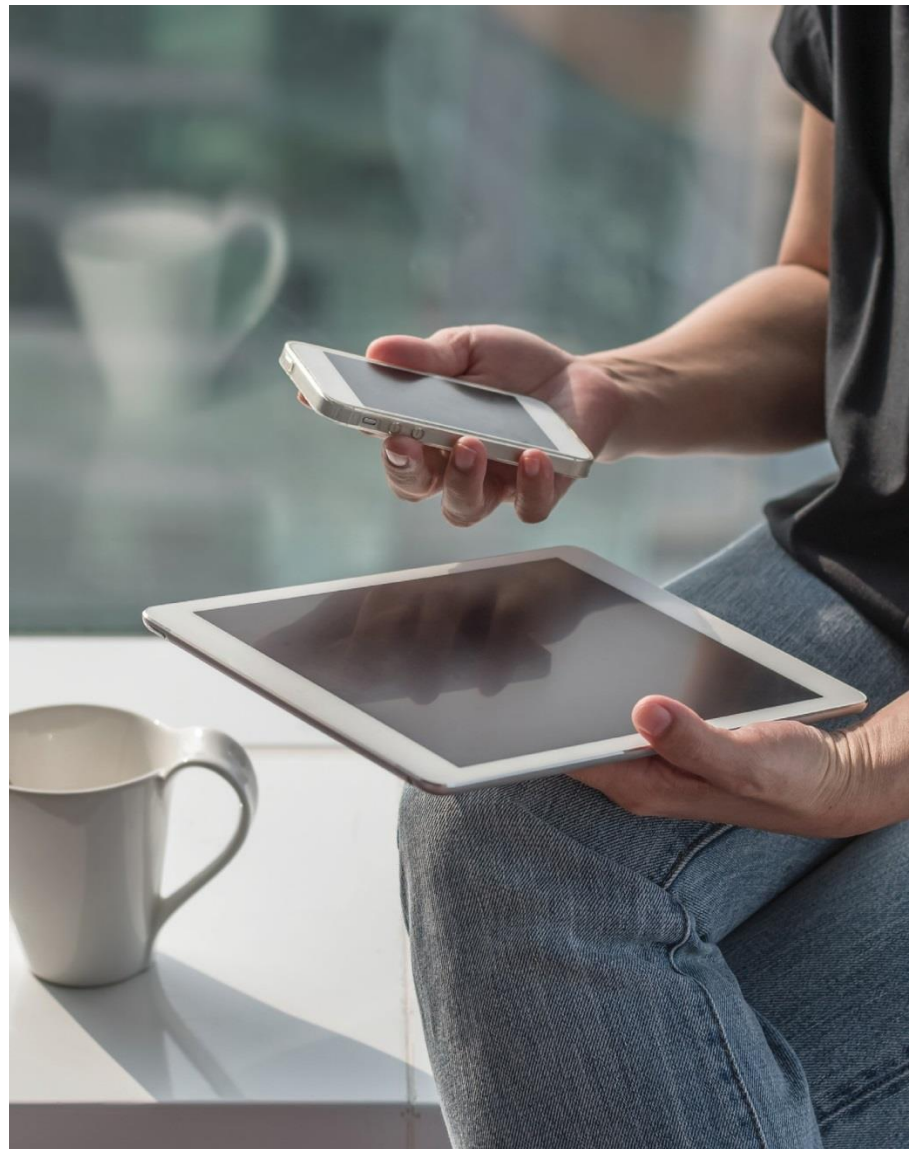
Gain flexibility by quickly deploying agents anytime, almost anywhere for operational flexibility, and by implementing routing and interactive voice response changes in hours, not days or months. Omnichannel Routing presents consolidated, easy-to-use interfaces for agents, supervisors and administrators. It seamlessly integrates with leading CRM solutions and is often deployed in a matter of days.

NICE inContact is recognized as a market leader by Gartner, IDC, Frost, Ovum and DMG, NICE inContact supports over 6 billion interactions per year for enterprise, midmarket, government organizations and business process outsourcers (BPOs) who operate in multiple divisions, locations and global regions.

Skills-based Routing and Universal Queue for:

- Inbound voice
- Outbound voice
- IVR / Voice Portal
- Email
- Chat
- Text / SMS
- Extensible Work Items

Provide for routing across different channels via a single Universal Queue which can help increase productivity across your agents.



Omnichannel Routing Modules on Virtual Contact Center:



NICE inContact Automatic Contact Distributor

Voice, Email, Chat, SMS and Work Items



NICE inContact Voice Self Service

Seamlessly integrated Voice Portal / IVR



NICE inContact Personal Connection™

Blended Inbound / Outbound

Integrate the customer experience across all channels.

NICE InContact Omnichannel Routing on Virtual Contact Center lets your customers choose how they communicate with you, by quickly routing interactions to the right agent with the right skillset in the right channel.

Easily connect customer data with your contact center by using our out-of-the-box CRM integrations. By connecting information in your automatic contact distributor with data in your CRM, your agents are equipped to handle large contact volumes quickly and efficiently, while personalizing each interaction to help increase customer satisfaction.

Deliver a world class experience in your customers' preferred channel

Provide personalized customer service in their preferred channel – when and where they need it.

- Increase customer satisfaction through higher first contact resolution rates
- Reduce customer effort/frustration and Average Handle Time (AHT) by connecting each customer to the best qualified agent enabled to provide personalized service
- Increase revenue through streamlined, targeted and personalized customer support that promotes a higher customer lifetime value (CLV) at a low Cost per Interaction
- Lower abandon rates through better routing, reducing time in queue and callback options in case of higher than expected call volumes
- Quickly adding new channels to support changing customer expectations

Drive increased productivity across your Contact Center

Seamlessly blend inbound and outbound multichannel interactions, increase agent utilization and enable active outreach to your customers, helping:

- Increase customer satisfaction by improving customer service with proactive outreach
- Help improve agent productivity and list penetration
- Reach higher connect rates with our “no pause” dialer
- Increase collection rates
- Promote agent efficiency and limit abandons through our patented pacing algorithm



Gain speed and flexibility within your organization

Quickly deploy agents anytime, virtually anywhere for better operational flexibility and implement contact routing and IVR changes in hours, not days or months.

- Your contact center supports the flexibility your organization requires
- Implement changes in hours, not days or months
- Enable users with limited technical expertise to adjust routing functionality when needed
- Help reduce time to deploy new contact center channels and routing rules
- Save time with quick and easy resource configuration and maintenance to avoid duplicate configuration
- Streamline design and maintenance of routing flows for all supported channels, including voice self-service, in one visual, user-friendly drag-and-drop interface, NICE inContact Studio
- Implement changes, then simulate flows prior to going to production to verify complete and correct routing flows
- Set up agents anytime, virtually anywhere: in the contact center, at a branch location or working from home offices
- Empower your users with specially designed interfaces for Agents, Supervisors and Administrators

Drive improved agent job satisfaction and performance

The My Agent eXperience (MAX) interface is your agent's new best friend – MAX helps personalizing and streamlining customer interactions across virtually any channel, and is a user-friendly, context-sensitive interface that can:

- Create higher customer satisfaction by allowing agents to customize each interaction, regardless of channel
- Empower agents with customer context at their fingertips, enabling them to focus on the customer—not the tools they are using
- Personalize interactions by displaying synchronized customer data and interaction history from CRM systems or other sources
- Allow supervisors to monitor, (whisper) coach, barge and takeover calls when needed with the Supervisor
- Increase agent satisfaction and improves job performance by supplying them with the tools they need, all in one place

With My Agent eXperience (MAX) you don't have to worry about the hardware aspects - you can just focus on writing new software and services for your clients.