

SEVENET

APPLICATIONS





THE CALL HISTORY TOOL

While working, the Contact Centre consultants very often need to know the history of previous calls from the given client. The Call History Tool, made by Sevenet, has an automatic presentation of client's past conversations, which is visible when a new call starts. All interactions between the speaker and the Contact Center from various communication channels, such as voice inbound, voice outbound or chat, are presented. If the automatic version of searching doesn't work, there is a possibility to use a manual browser of the client's past calls. Moreover, the application presents all gathered information about the interactions not only in basic mode but also in its upgraded version. It also allows searching the clients list while calling.



THE SCRIPTER

The main task of each consultant in the Contact Centre is the interaction with the client and the conversation. The discussed matters are repetitive; therefore, the same quality standards must be met. One of the ways of achieving that is providing a helpful tool for holding talks. The Sevenet Scripter is the system of interactive scripts which are projected for the worker during the conversation. Those scripts have their own logics, which is based on the decision tree. Due to the fact that the algorithm might be applicable for various types of interactions, the flow of the conversation is totally controlled by the Contact Centre. The logic process is held in the script's editor-drag&drop tool, which is provided for business people. Moreover, designing and assembling of the scripts is quite simple and does not require any special help of IT department.





BUSINESS CAMPAIGN MANAGER

The most important function of the Contact Centre is to maintain the service of the customer contact. There are a lot of processes concerning for instance trade or eviction, which require highly effective communication with the clients, especially during outgoing calls. The calls are organized as campaigns, which allow the business division of contacts. Business Campaign Manager is an advanced tool for the organization of the outgoing business campaigns (outbound) inside the Contact Centre. All the planning aspects of the campaign are configured by the business administrators without any special help from the IT department.



REAL TIME DIALER

The outbound campaigns may have very different specification. Most of them aim to maximize the number of effective outgoing calls (e.g. sales campaigns or campaigns concerning eviction). In some cases there are additional requirements, such as the short space of time for starting the actual calling after providing the number on Dialer. Sevenet Real Time Dialer is a tool which is able to starting a call within the campaign on real-time. That solution works out especially in case when the client is expecting to reach the consultant after a specific action (i.e. asking for help while filling in the form, filing an on-line motion for a bank loan or authorizing an access for on-line app). After sending the contact for calling, it is immediately processed to the telephonic layer in order to start the conversation with the client. When the connection is reached, it might be directed to the IVR, when it is further processed in self-service or direct way.



SUPERVISOR

The Contact Centre Systems are one of the most analyzed and measured environments. The key to that efficient management are well chosen and highly verified sets of rates and parameters. They must be available immediately for the team leaders and management. The Sevenet Supervisor is an advanced tool for detailed monitoring of the situation in the Contact Centre. Thanks to it, the efficiency of the organization of sales campaigns, eviction campaigns and the work conducted within the service can be supervised on-line. Moreover, the tool supports the division of a business into different departments, which can function independently. Within each department, there might be the specific workers chosen, who will be responsible for changing competences already assign for the agents.

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