Contact Center

Improve the quality and efficiency of every customer interaction.

Your contact center is often the first experience prospects and customers have of your business, but delivering a consistently high level of service regardless of when or how they contact you is always a challenge. Most contact centers struggle to balance customer expectations with the resources available to them. Zeacom Communications Center (ZCC) gives contact centers the tools they need to perform this difficult juggling act.

Key Benefits

ZCC allows contact centers to control the delivery of every contact, regardless of media type, which means that faxes, emails, SMS messages, chats and requests generated from the web are treated with the same care as phone calls. ZCC lets you maximize agent utilization by blending inbound and outbound call handling or redirecting repetitive requests to an integrated IVR. Manage peak times without compromising on service quality by routing contacts to backup agents or offering callers the option to be called back rather than wait in the queue. Access to real-time information from their desktops allows agents to react immediately to service affecting situations, while the familiar Windows XP/Vista based user interface streamlines contact handling, administration and reporting.

Key Functionality

- Increase first call resolution and customer satisfaction using skills based routing; delayed delivery to backup agents based on how long the call has been waiting; prioritization and routing of callers based on Calling Line ID, number dialed or data entered by the caller; directing callers to a preferred agent or the last agent they spoke with

- A single desktop interface allows agents to efficiently manage multimedia contacts including phone calls, faxes, emails, SMS messages,
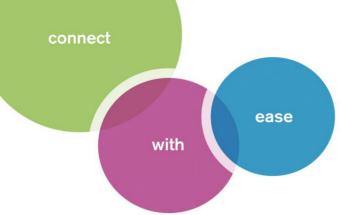
web chats and requests for callbacks generated from your website. ZCC lets you apply standard contact handling methods to all media types.

- Agent Desktop offers an intuitive user interface and provides agents and managers with real-time data on contact center activity.

- Reduce abandonment by playing customized announcements to callers or advising them of their position in the queue.

- Eliminate the frustration created by long wait times; offer callers the option to receive a call back without losing their position in the queue.

- Zeacom's integrated IVR increases customer satisfaction by allowing callers to move seamlessly between a self-service environment and the contact center. Callers can exit the IVR and be transferred to a queue for delivery to an agent along with the information collected within the IVR.

- Increase revenues through the use of outbound campaigns or blend inbound and outbound calling to improve agent utilization.

- Network multiple contact centers to extend your hours of operation and improve the management of calls volumes across your entire organization.

- ZCC gives you access to over 150 standard reports while Custom Reporting allows you to use third-party reporting packages to manipulate data and build customized reports.

- Zeacom's Plug-in Integration modules make it simple to integrate your ZCC solution with the most popular databases, CRM, help desk, voice recording and workforce management applications. Zeacom's Integration Software Development Toolkit (ISDK) allows you to create customized integrations.

Agent Desktop gives agents a complete picture of contact center activity including agent statistics, real-time status of queues and agents, waiting calls, Calling Line ID of

Required Modules

Each contact center user requires CT Control and Agent Desktop. Additional contact center applications include: Custom Announce, Callback, Email Queuing Exchange, Email Queuing Desktop SMTP, Web Chat Queuing, Web Callback Queuing, Fax Queuing, Outdial Queuing, IVR, Networked Queuing, Custom Reporting. For detailed information on each of these modules, refer to the Whitepapers.