

Omni Intelligence (OI) Analytics Cloud Platform Improves Contact Centre performance and Customer Experience For Genesys PureCloud

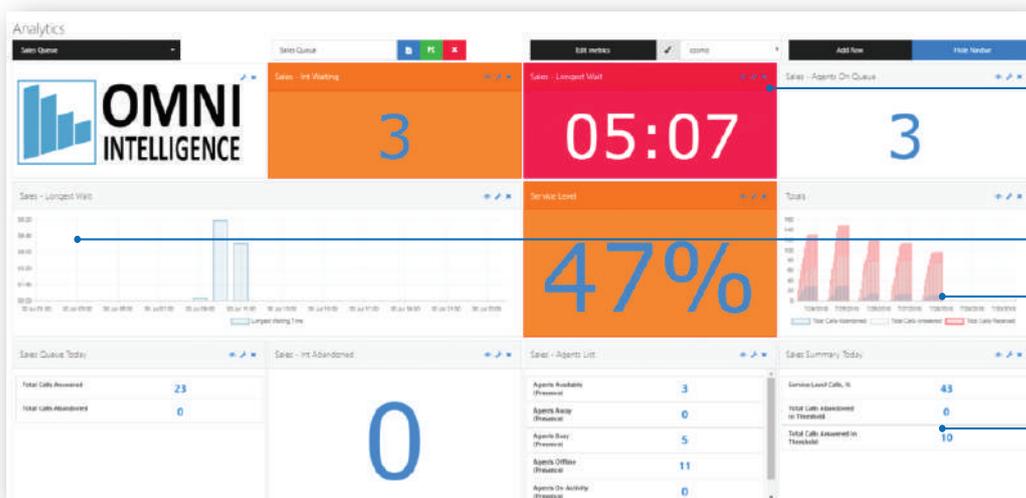
One of the key challenges for any organisation/business unit is the increase of productivity and operational efficiency. Omni-Intelligence provides the platform enabling managers, supervisors and agents to see a complete picture for their Contact Centres real-time operational data which can be added into the PureCloud Client. With passive and active quality monitoring of all aspects of the involved technology including historical data and predictive analytics which is made available at a glance while pro-actively alerting key managers when critical situations arise.

Omni-Intelligence is used globally to assist contact centres to improve the visibility across multiple offices while integrating to third party data sources like CRM platforms, Salesforce or Microsoft Dynamics to visualize the business metrics to improve the contact centres performance.

A key differentiator of Omni Intelligence is its ease of use and being cost effective, it delivers the necessary information to assist supervisors to make informed decisions to manage their contact centre. Licenses are based on the number of Wallboard clients or concurrent views used by supervisors and managers which makes it affordable as a subscription-based solution for small, medium and large contact centres.

THE BENEFITS OF REAL-TIME ANALYTICS

- Omni-Intelligence Analytics View will automatically display the Real-Time Calls Waiting information for queues refreshed every 5 seconds.
- Omni-Intelligence can be viewed within the PureCloud client without the need to open a new browser.
- Real-time and Historical data can be displayed in text or graphics
- Trends and predictive analytics are visualized
- Multiple queues can be displayed within one view allowing the agent to view call waiting information
- Automatic threshold alerts (including any aspects of SLA monitoring) can be customized on any real-time data fields and escalated via automated, interactive, workflow-enabled email, phone call, and SMS channels.
- Current (most recent) and historical statistics are visualized real-time to be managed effectively
- Predict and address high absence rates and low schedule adherence
- View live information about call capacity and peak call volumes
- Summarise data across a number of queues to display the company's performance



- Easily set Thresholds to change colour when exceeded, which will alert staff to the urgency of the information.
- Trends and predictive analytics are visualised throughout the day.
- Datafields can be defined as a number, List, Pie chart, Bar Chart to visualise the data.

Sales - Real-Time Agent Status

Presence	All agents (17)	Available (1)	Busy (2)	Away (0)	Break (0)	Meet (0)	Meeting (0)	On Queue (0)	Idle (1)	Interacting (2)	Not Responding (0)	Training (0)	Offline (0)
	Larry Collins	Sean Adams	Jose Kelly	Judy Ward	Virginia Nelson	Wayne Ramirez	Jeremy Hill	Timothy Anderson	Tina Simmons	Anna Edwards	Daniel Evans		
	Available 0 01:26:42	Busy 0 00:07:14	Busy 0 00:07:11	Busy 0 00:02:58	Idle 0 00:13:54	Idle 0 00:05:16	Idle 0 00:01:42	Interacting 0 00:12:39	Interacting 0 00:20:15	Offline 2 00:51:04	Offline 3 16:45:14		
	Travis Brown	Emily Brooks	Frances Parker	Louis Rodriguez	Jennifer Bell	Andrew Powell							
	Offline 10 18:38:45	Offline 17 21:15:34	Offline 16 12:29:48	Offline 2 19:03:46	Offline 2 18:22:28	Offline 4 18:29:04							

- Displays the summary of agents current Real-Time status
- Display the individual agents Real-time status including state and duration. This allows the supervisor to ensure the agents are adhering to their KPI

MANAGEMENT REPORTING:

One of the key challenges supervisors and managers face are spending time to manually customize and summary data each day, each week or each month. Result in lost productivity time within the business. Omni-Intelligence will allow the supervisor and manager to easily customize and schedule reports which results in improved productivity and management of the contact centre.

One of the key performance indicators managers review on the agents performance is there adherence to their schedule, Omni-Intelligence will report on their performance states, secondary status can easily see why the agent only answered a few calls compared with the rest of the agents as they were involved in research work, compliance updates or other states assigned.

Companies experience unpredictable level of incoming calls, if the wait times are longer than expected, callers will decide to abandon. How the company is prepared to manage the unexpected abandoned calls will have a direct influence on the customers experience and impact on the business profits. To reduce the Callers frustration and repeated attempts to call back after abandoning, Omni-Intelligence can alert the supervisors when a predefined number are Abandoned. Abandoned calls report allows the contact centre to call the caller which resulting in increased customers experience

Omni-Intelligence provides full historical reporting for Queue, Agents, Customer Survey Statistics and Attributes

Easily schedule reports to be emailed each day, week or month in CSV, PDF or XPS. No need to spend hours manually collating data.

Easily customize reports from the user friendly UI – Select the required datafields to include into the report.

To reduce the callers frustration and repeated attempts to call back after abandoning, Omni-Intelligence can alert the supervisors when a predefined number are Abandoned. Abandoned calls report allows the contact centre to call back the caller which results in increased customers experience.



DYNAMIC ALERT ESCALATION NOTIFICATION:

Being alerted when a threshold condition has been reached, but how do you know that someone will take responsibility to resolve the issue. Omni Intelligence allows workflow escalations to be configured to ensure that if no one acknowledges the notification (via email, SMS or call) within the predefined period of the notification being sent, a Supervisor can be called, if the Supervisor does not respond or acknowledge the escalation, then a director can be contacted. There is no limitation to the number of levels of escalations, this will ensure the situation can be resolved quickly before reaching a critical stage.

- When thresholds have been triggered, notifications can be sent via:

- Email
- SMS Text
- Telephone call

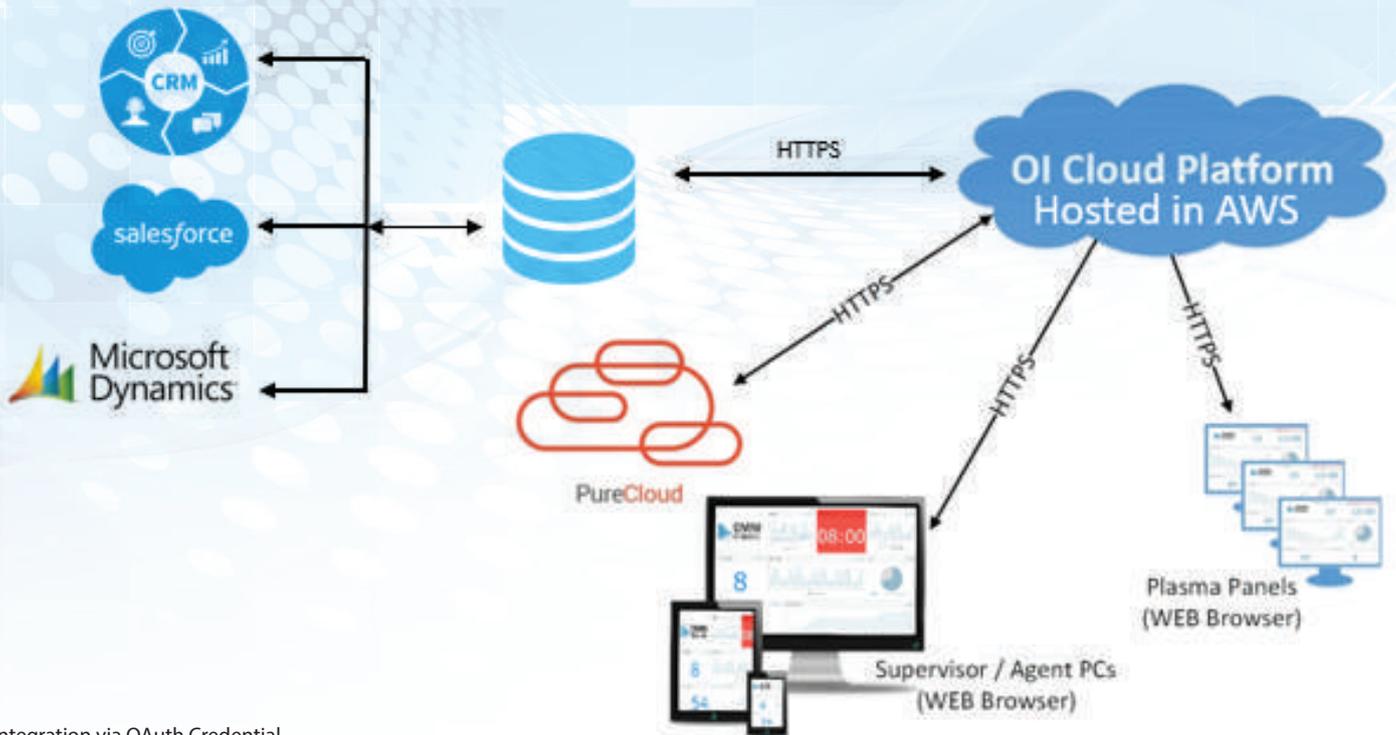


If the notification has not been acknowledged within the specified time, notifications are escalated via the above methods.

Benefits – Supervisors and managers are notified of critical situations and take immediate action to resolve the situation.

BUSINESS DATA INTEGRATION:

Omni Intelligence allows customers to integrate to third party data sources such as CRM, Salesforce and Microsoft Dynamics to display data which is important to other business units while utilizing the enhanced pro-Active Escalation Alert notification features to advise management when thresholds have been exceeded.



Integration via OAuth Credential

INCREASE PRODUCTIVITY & OPERATIONAL EFFICIENCY:

- Bring tomorrow's BI tools to virtually any Contact Centre without Hardware and / or Software Updates
- Cloud based
- Increase ROI without additional capital expenditure
- Expand your current Contact Centre Solution's lifespan, while:
 - No additional licenses / software purchases are needed
 - No expensive / lengthy installations are required
 - All related expenses are OPEX only

Address Attrition

Live data visibility brings gamification, competition and productivity boosting rewarding visibility to daily working environment

Address lack of / poor cross-departmental collaboration

Thanks to OI's seamless agent integration, we'll bring to you any information you might need in real-time or share information with others according to your business needs

Address insufficient self-service (IVR, WEB, mobile)

Improve Customer Experience and increase self-service via automating customer education when applicable

OMNI INTELLIGENCE BENEFITS

Omni Intelligence adds a new dimension for Real-time analytics – refreshed every 10 seconds which can be displayed on large LCD screens, on agents, supervisors and managers PC, tablets and mobile devices.

Cost effective – licensing is based on the number of Wallboards clients and Administration licenses required not based on the total number of agents within the contact centre.

Omni Intelligence can be configured to operate within the PureCloud client – no need to open a web browser.

Integrate with external business related data from CRM systems for display which will benefit other business units within the company.

Provides Trends and Predictive analysis

Easily compare data for the last 5 mins or for the last 7 days or for a selectable period

No limitation of wallboard design views.

No limitation of view rotations – configuration rotation speed

Easily customize and schedule reports in PDF, CSV or XPS to be sent out each day, week or month.

Easily report on customer survey scores using Attributes within PureCloud to gain a detailed insight of the agents satisfaction score

Proactive Alert escalation notification via email, SMS or call. if alert is not acknowledged within the specified time, automatic escalation will contact upper management.

Enhanced Customers Experience - If there are a number of calls waiting (the duration the callers have been waiting will be displayed), staff will know to be more “efficient” on their current call so they can then quickly move to the next waiting caller.

Allows the agent to work upsell - If there are no (or very few) calls waiting, then staff can confidently enhance the relationship with their current caller knowing that other callers are not being delayed. Staff can cross-sell or up sell or just put callers on a product announcement list etc.

Allows the agent to work smarter - If a caller has been waiting much longer than normal, then Omni Intelligence notifies the agent prior to them answering the call (flashing red display). The agent can then offer additional empathy by answering; “I’m very sorry you had to wait so long..” and so diffuse any tension that the caller may understandably have. Espera will ensure a better client relationship per call.

Remote Agents – Omni Intelligence delivers its important calls waiting information to remote agents logged on remotely and so allows for flexibility in staff’s geographical locations in special circumstances.

Empowered Agents - With Omni Intelligence, staff will determine for themselves and for the Group the most suitable time to take a break, and when to stay logged on therefore getting the balance between staff entitlements and customer service just right – all with minimal supervision as Omni Intelligence encourages correct decision making by staff.

