

inContact ACD

Optimize interactions by matching callers to the right agent quickly and efficiently

Our intelligent and flexible Automatic Contact Distributor (ACD) enables you to optimize customer interaction handling and provide a differentiated and profitable customer experience.

Multichannel Routing

Our skills-based ACD software powers through contacts in queue and quickly distributes them to the agents with the skills to help. Agent proficiency levels further help to ensure contacts are always routed to the best available agent.

The inContact ACD can be configured to ensure your high value customers are given priority and are moved ahead in the queue – or you can route them to a special priority customer queue.

If wait times become too long, the inContact ACD has an integrated, no cost call back feature that allows your customers to request a call back. The first qualified available agent will call them back – customers don't lose their place in queue or have to wait on the phone.

BRIEF OVERVIEW

A rich multichannel ACD software to optimize your customer interactions.

KEY FEATURES

- Skills-based routing
- Agent proficiency weighting
- Universal queue
- Multi-location and at-home agent capabilities
- Inbound / Outbound call blending
- Increased agent productivity through predictive dialing
- Native support for inbound / outbound voice, voicemail, email, chat and work items
- Support for other media (e.g. text / SMS, Social Media) via work item routing
- Database connectivity
- Commitment Manager
- Call Recording
- White noise for PCI compliant call recording

INTELLIGENT AND FLEXIBLE



No matter what channel your customers choose to use, our ACD connects everyone in a single intelligent and unified queue.



All contact types are handled through one interface which increases productivity by eliminating toggling between screens.



As a cloud-based contact center provider, we can help businesses with multiple call center locations, or at home agents, unify contact distribution across the globe.

Multi-Channel

The inContact ACD natively supports a number of communication vehicles such as inbound and outbound voice calls, self-service IVR interactions, voicemail, click-to-dial web calls, email and chat interactions. Other interactions, for example, text / SMS interactions, and social media entries are easy to implement via work item routing. The inContact ACD gives your customers a choice in how they interact with you. No matter what channel your customers choose to use, our ACD connects everyone to the best qualified agent in a single intelligent and unified queue.

Intuitive Interfaces

The inContact ACD is built with the user in mind. Agents will find the My Agent eXperience™ – MAX interface easy

“The inContact ACD multichannel routing gives your customers a choice in how they interact with you.”

to use and intuitive. All contact types are handled through one interface which increases productivity by eliminating toggling between screens. inContact Central is the web-based portal supervisors and administrators will use to find all the information they need to run a world-class contact center. This portal allows for easy management of Agents, Skills, Campaigns, Dispositions, and Points of Contact and

other contact center resources. It is also where reporting is located. inContact Studio is a visual, easy-to-use interface for building multichannel routing strategies and queue processing flows.

Flexibility and Scalability for Single Location, Multi-Site, and At-Home Agent Users

While the inContact ACD is all about helping you create a differentiated customer experience, it's also about making your life easier. Because we are a cloud-based contact center provider, we can help businesses with multiple call center locations or at home agents unify contact distribution across the globe. That means no matter where you choose to do business, we can help. Cloud delivery and flexible pricing also lets you expand capacity so you can handle increased traffic and address seasonal spikes on the fly.

Reliability and Security

Our dedicated Trust Office staff ensures the highest standards for security, availability and reliability. We have a 7x24x365 Network Operations Center that ensures 99.99% availability in our geographic redundant network.

BENEFITS

- **Call Routing Efficiency** – Using the inContact ACD allows contact centers to ensure contacts are routed to the right agent with the right skill. This decreases the number of re-skills and transfers while increasing first call resolution and lowering costs.
- **Customer Satisfaction** – Through better routing, customers get in touch with the right person the first time they contact you which provides a better customer experience. Should your wait time increase, the customer can be presented with the option to reserve their spot in queue and be called back when it is their turn also increasing the quality of customer experience. All this leads to an enhanced customer experience and higher customer satisfaction.
- **Flexibility** – The cloud-based delivery model allows you to make a distributed workforce and at-home agents appear as one large unified contact center. This flexibility also allows you to let your agents take calls at-home should there be an emergency or disaster, creating a unique employee benefit.
- **Scalability** – We don't confine you to the capacity of an expensive server you purchased. The inContact model allows you to scale up and down as your business needs change without a penalty.