

inContact UCaaS Integration

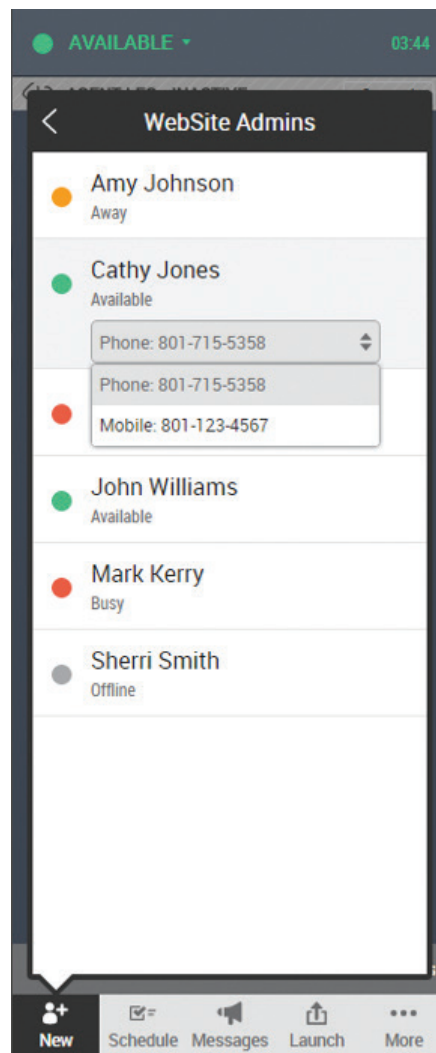
Enable seamless collaboration and connectivity outside the contact center

inContact unified communication as a service (UCaaS) integration uses pre-built or partner-provided tools for seamless collaboration between your contact center agents and experts in your organization who are connected to your UCaaS solution. It's also easier to tap into informal contact center agents that can provide dedicated customer support or help if volumes soar.

Support informal agents

Simplify the complexity of satisfying your customers' desire to speak with a single contact person to resolve their issues. Our UCaaS integrations let your informal agents handle customer contacts in a structured, fully integrated manner on any device. You can also seamlessly extend and utilize resources anywhere in your organization.

- Route calls to informal agents on any device including mobile or smartphones.
- Utilize any combination of multiple routing options (e.g. route to the agent's voicemail or overflow to a backup group of agents) if the dedicated agent is not available.
- Track and report on calls routed to an informal agent just like any other contact center interaction.



Quickly route calls to informal agents on any device including mobile phones.

BENEFITS

- Increase customer satisfaction while boosting agent efficiency and satisfaction.
- Expand your contact center and control labor costs by leveraging informal resources anywhere in your organization.
- Realize higher first contact resolution rates with instant collaboration to subject matter experts throughout your business.
- Take care of customers quicker with presence-aware contact lists that avoid time-consuming failed transfers or consult attempts with unavailable resources.
- Reduce IT costs with a pre-built, well-tested solution that's ready to deploy.

Empower agents to collaborate with experts

It's often a haphazard, cumbersome process to include experts on calls if they're not physically located at your contact center. Using presence information, your agents can access expertise in real time, from anywhere in your organization, to resolve complex customer interactions.

- Utilize presence information seamlessly integrated into the agent interface so agents can easily reach out to non-contact center subject matter experts (SMEs) and other resources.
- Include non-contact center SMEs in customer interactions without setting them up as agents.

Reduce agent distractions

Juggling multiple screens from disparate systems can take its toll on your agents' efficiency. UCaaS integration provides a unified agent interface and ensures agents' availability is consistent and consolidated across your UCaaS and contact center systems. It also helps avoid situations where the agent receives routed contacts outside the contact center when handling interactions routed within the inContact solution.

- Minimize distractions so agents can focus on a single screen with Softphone and other UC tools integrated directly into inContact My Agent Experience (MAX).
- Automate the synchronization of presence information between inContact and your UCaaS solutions with a choice of presence "master".

KEY FEATURES

- Collaborate with subject matter experts and other employees directly from the agent interface.
- Route and track interactions to non-contact center employees.
- Synchronize agent and employee presence between your inContact and UCaaS systems.
- Route and track interactions to employees outside of the contact center.
- Available in My Agent eXperience – MAX, Agent for Salesforce, and Agent for Oracle.

Simplify implementation and maintenance

Custom integrations are difficult and costly to build, update, and maintain. By using a pre-built solution, you'll reduce costs associated with developing a custom integration, reduce the time to deploy, and enjoy enhanced reliability.

- Minimize integration efforts with pre-built integrations such as the inContact Connector - Skype for Business or inContact integration provided by RingCentral.
- Satisfy your contact center's changing requirements with our flexible and scalable cloud-based solution.

About inContact

inContact makes it easy and affordable for organizations around the globe to create stand-out customer experiences while meeting key business metrics. inContact continuously innovates and is the only provider to offer a complete customer interaction platform in the cloud that is flexible, scalable and reliable for enterprise, small business, government and business process outsourcers. inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.

For more information, visit: www.inContact.com

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