

# Nixxis Contact Suite

In partnership with



## Technical Specifications

### Total Interaction Management

#### Multi-Channel Access

- Voice, fax, e-mail, web, chat, SMS and social media

#### Inbound / ACD

- Multi-channel queuing
- Priority-based routing
- Skills-based routing
- Language-based routing
- Profit-based routing

#### Outbound Dialler

- Multiple simultaneous call list dialling
- Agents may participate in several simultaneous outbound campaigns
- Intelligent end of call list management

#### Dial Mode

- Manual
- Preview
- Progressive
- Power
- Restricted power
- Call - backs only
- Search mode

#### IVR

- Simple IVR interface
- VoiceXML standard
- Program interface IVR

#### Multi-media agent

- Initiate a call
- Transfer a call
- Add a call to a conference
- Hang up
- Record a conversation
- Put a call on hold
- End the wrap-up mode
- Get in pause
- Send a SMS
- Start a chat session
- Handle an incoming e-mail

#### Blending to same agent

- Multiple inbound
- Inbound and outbound
- Multiple outbound
- Multi-media on different interaction channels

#### Scripting

- Inbound and outbound
- Workflow
- Real-time
- Web reporting module
- Productivity monitoring
- Multi-lingual and cross-channel

#### Remote and at-home screens

#### CRM Integrations

### Quantitative & Qualitative Supervision

#### Multiple Real-Time Views

- Team view
- Agent view
- Queue view
- Campaign View
- Alert view
- Contact state: busy, answering machine, on line etc.

#### Contact Qualification

#### SLA Monitoring

#### Site Independent Supervision

Listen, record, intrude, messaging and transfer

#### Fully Configurable Screens

### Administration

#### Centralised Administration

#### System Administration

#### HR Administration

#### Business Projects Administration

- Campaign
- Activities
- Topics

#### User Friendly Interface

### Recording

Initiated by agent, supervisor, script, at random or by default

Complete conversation or activation on demand

Defined moments or rules-based

All conversations; choice by agent

Voice and data

Play back during wrap up

### Reporting

One-click report generation

Automatic publication to Intranet, web or e-mails

Pre-programmed report scheduler

Includes hundreds of standard report formats

Fully customisable

Interfaces to:

- Cognos
- Business objects
- Crystal reports
- Export to PDF, xls, etc.

### Capacity

Up to 5000 ACD agents

Scale by adding servers

License only what you need

On-premise, Hosted, ASP or Cloud deployments