

# Nixxis Contact Suite

In partnership with



## How to get the most out of your Contact Centre

Combining the latest generation of IP based unified communication with best-in-class industry exclusive functionalities; **Nixxis Contact Suite will help you gain 15 to 20%** in additional revenues compared to any other solution on the market.

Nixxis Contact Suite will enhance business processes throughout your organisation by incorporating some of the industry's most intelligent functionalities like profit-based routing, multi-wave campaigns, end-of-call lists and team overflow. It combines the latest feature-rich, high-availability, next generation IP communication with industry leading **profitability** and **productivity** components.

### Key Differentiators



- Profit-based routing for routing decisions based on your own profitability rules
- Multi-wave campaigns composed of mutually dependent and interacting activities
- Team overflow configurable on all queues enabling the best allocation of your agents
- Intelligent call list management avoids "burning" through your call list too quickly in outbound mode
- Optimised predictive dialler algorithms proven to be 15% to 20% better than industry leaders'
- Ready during wrap-up capability to increase the performance of your campaign
- Multiple active sessions independent of the channel used
- Channel interaction switching between voice, e-mail, sms, chat or social media for one or multiple agents
- Entry level and advanced scripting tool options
- Business driven supervision with real-time performance parameters and agent alerts
- Business process driven - no need for re-engineering your internal processes
- Native virtual multi-media approach with a cloud based application server managing multiple media servers

### Multi-wave campaigns

Multi-wave campaigns are based on several activities (inbound calls, e-mails or any other outbound activities) interacting with each other and impacting the next activity to be performed by agents in real-time from the same or different teams. For example, an incoming e-mail today can automatically generate a confirmed call within minutes and a call back within two weeks to verify the status of a request. All information is stored in a centralised contact file available for global analysis and reporting.

### Intelligent call lists

Intelligent call list management uses Nixxis proprietary call list functionalities. For example, when the end of a call list is reached and productivity is going down, the outbound dialler can dynamically let the agent work on other campaigns and transfer the calls with the corresponding script pop-up or any other agent interfaces. Profiling using our dynamic filters improves the efficiency of your outbound activities to avoid "burning" through your precious call lists too fast. This will increase the productivity of your outbound campaigns by 15% to 20%.

### Single multi-channel view

The multi-media agent interface enables the agent to deal with different customer interactions simultaneously via multiple channels. The agent can freely switch between these sessions and the administrator can limit the amount of simultaneous sessions per agent or team. The interface provides a set of customisable toolbars allowing the agent to access the scripting tool or any other applications. Where required, a set of API's can be deployed to integrate with the agent's existing user interface.

### Profit-based routing

Profit-based routing is implemented as an extension of skills-based routing. Every query is evaluated by a proprietary algorithm and routed to the agent who can provide the best possible outcome in the most efficient way. Several parameters can be provided by a set of interactive questions using an IVR, or by customer identification technology in combination with service numbers, customer contact history or former IVR sessions. In addition, the effective cost of every agent who can handle the query is calculated in real-time so that the most appropriate and cost efficient agent is selected to handle the call.

### Team overflow

To maintain your service levels, Nixxis Contact Suite inbound allows you to define different so-called "overflow scenarios", such as team or queue overflow. This allows re-distributing the interactions between several available agents based on specific queue or business based parameters. For example, whilst one of your telecoms clients is going through a network outage, the system can automatically re-allocate 100% of voice traffic to an agent that would normally handle up to 80% of e-mail or social media interactions. This increases the profitability of your idle agents and allows you to meet your most demanding SLA's even during peak hours.

### Get in touch

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