

Nixxis Contact Suite

Recording

Next Generation Profitable Customer Interaction Solutions

Nixxis Contact Suite Recording module will allow you to keep quality of the customer interactions at the highest level and also serve both for quality control to your customers as for specific coaching and training purposes.

| | Date time | Originator | Destination | Campaign | Activity | EndReason | Com Dur(sec) | Type |
|-------------------------------------|---------------------|------------|-------------|---------------|---------------|-----------|--------------|---------|
| <input checked="" type="checkbox"/> | 25/10/2010 11:44:14 | 608 | 521 | Main campaign | Inbound 521 | Abandoned | 242 | Inbound |
| <input checked="" type="checkbox"/> | 25/10/2010 11:48:39 | 608 | 521 | Main campaign | Inbound 521 | Agent | 240 | Inbound |
| <input checked="" type="checkbox"/> | 25/10/2010 11:56:09 | 608 | 521 | Main campaign | Inbound 521 | Abandoned | 11 | Inbound |
| <input checked="" type="checkbox"/> | 25/10/2010 17:33:12 | 608 | 521 | Main campaign | Inbound 521 | Agent | 75 | Inbound |
| <input checked="" type="checkbox"/> | 25/10/2010 17:33:57 | sipserver | 608 | Main campaign | Outbound test | Abandoned | 19 | Inbound |
| <input checked="" type="checkbox"/> | 25/10/2010 18:34:19 | sipserver | 608 | Main campaign | Outbound test | Agent | 8 | Inbound |
| <input checked="" type="checkbox"/> | 25/10/2010 19:47:05 | 608 | 521 | Main campaign | Inbound 521 | Agent | 6 | Inbound |

Search Parameters

Date and time

from: 25/10/2010

To: 19/11/2010

1:

3:

Contact

Campaign

Campaign Nixxis Helpdesk
Created at 08/11/2010 14:32 by 100
modified at 08/11/2010 11:57 by 100

Pending: 8
Priority: 1

Friendly user interface allows for easy search of the required recording

The Nixxis solution contains recording functionalities that can be initiated by the agent, a supervisor, the script, at random or by default.

Recording can encompass the complete conversation or can be activated on demand, at certain moment in the conversation or can be rule based, triggered by certain events.

A way of recording consists in automatically recording all conversations, leaving the agent the choice to save it if appropriate.

This allows keeping track of complete conversations even if an agent decides it is worth recording during the conversation.

Both voice and data can be recorded.

A qualification can be assigned to each record. It is linked to the call and is shown during a search. Call related data (customer profile) may also be visualized.



Key Benefits

- Can be initiated by the agent, a supervisor, the script, at random or by default.
- Complete conversation or activation on demand.
- At certain moment in the conversation or rule based.
- Automatic recording of all conversations, leaving the agent the choice to save it if appropriate.
- Both voice and data can be recorded.
- Play back during wrap-up (through agent phone-set, button in agent toolbar or agent application).

Search criteria are multiple:

- Campaign, activity, agent
- Type of call (inbound...)
- Date and time
- Calling number
- Destination number
- Call qualification

The user interface shows following data's:

- Starting date and time
- Calling number
- Call duration
- Call qualification
- Comments
- Scoring allocated by the reviewer

Each reviewer may allocate a score to a call, taking into account **various scoring criteria**. In case of play back, his own scores will be presented. Reports will offer a **global view of the scoring** allocated by distinct reviewers.

While listening, available functions are :

- Play / Fast forward / Pause
- Volume setting
- (Re)allocation of a call qualification
- (Re)allocation of a score
- Adding / Amending a comment

Furthermore, the client offers **passive monitoring** in situations where full access to the server might not be available. In this case, the monitoring client reports its data back to the monitoring server as well as reconfigures itself based on **changes requested** through the main server.

Innovative solutions

Our mission is to develop innovative customer interaction solutions.

These solutions will allow organizations to quickly meet the changing communication needs and behaviour of the customers and prospects that are becoming more and more demanding.

In this way Nixxis Customers can take a leading edge over their competitors by continuously improving customer loyalty and reducing operational costs.

And this stands as well for simple call centre solutions as for complex customer interaction solutions.

Nixxis Interaction Engine

The Nixxis Interaction Engine delivers the whole range of interaction tools for your present and future business solutions.

Based on IP-technology and open interfaces, the Nixxis Interaction Engine is designed to function in a **truly distributed and virtual mode**, offering unmatched productivity, flexibility and security and turning your Customer Contact Centre into a **virtual IP Interaction Centre**.

The solution is available for private deployment (intranet) or in ASP mode in hosted carrier class data centres.

The complete web-based solution allows easy deployment of home workers and new sites.

Agents, authorized supervisors and administrators can get access through simple IP connections.

Nixxis lets your business take flight.



Corporate Headquarters

54 Avenue Louise
B-1050 Brussels
Belgium +32 2 3070000

Argentina +54 11 53528223

Australia +61 261 452465

Austria +43 720 884020

Bahrain +973 16198075

Brazil +55 61 37172952

Bulgaria +359 2 4925088

Canada +1 613 6999163

Chile +56 3 5332619

Denmark +45 89881909

Finland +358 9 42450470

France +33 1 76431067

Germany +49 30770191489

Greece +30 21 11983751

Hong Kong +852 58084194

Israel +972 2 3721678

Italy +39 06 94803617

Japan +81 3 45209652

Mexico +52 55 36877100

Poland +48 22 3072165

Portugal +351 30 8803633

Romania +40 316 300642

South Africa +27 21 3002432

Spain +34 91 1238668

Sweden +46 8 52500440

Switzerland +41 31 5280514

The Netherlands +31 33 763 03 03

United Kingdom +44 203 6086734

United States +1 202 3791191

Vietnam +84 4 73014512

www.nixxis.com
sales@nixxis.com