

**Nixxis Contact Suite**

# Supervision

Next Generation Profitable Customer Interaction Solutions

Nixxis Contact Suite Supervision module ensures that the necessary tools to manage your Customer Contacts Centre business efficiently are available and allow immediate reaction to any quality or productivity events.



- Configurable Supervisor interface

## Quantitative monitoring

The complete set of quantitative monitoring tools verify if the operation respects the defined service levels, and notifies the supervisors and contact centre managers if this is not the case by user definable alerts.

**Activity views bring information on the associated queue.** For outbound activities the supervisor has a **real-time view** of the number of records processed, information on the number of used telephony channels, results, etc...

**Detailed queue** information gives a **real-time overview** of the number of calls, emails, chats... in the waiting queue, the number of agents linked to that queue, the maximum waiting time, the average waiting time, etc...

**The agent view monitors the agent status:** ready, online, wrap-up, or pause. Time spent in the current status is shown. Agent performance and results are shown. At any time, one can zoom on details.



## Key Benefits

- **Quantitative & qualitative supervision**
- **Available Supervision views:**
  - Team view
  - Agent view
  - Queue view
  - Campaign view (business views)
- **Contact state:** busy, answering machine, on line, ...
- **Contact qualification:** Topics, Values
- **SLA monitoring**
- **Notification & alerting**
- **Site independent supervision** (complete virtual principle)
- **Listen, record, intrude, messaging, transfer, ...**
- **Completely configurable screens**

## Operational monitoring

Next to traditional quantitative supervision, a **modern supervision tool** should also monitor the business results.

The level of compliance towards **global and detailed targets** is the only way to objectively evaluate the results and the evolution in time of campaigns, activities, and agent performance. **Customizable dashboards** can be defined.

## Qualitative monitoring

A supervisor can also perform **quality monitoring** actions on the events as they occur. As an example, a supervisor can listen to a conversation, record a conversation, break into a conversation, pass useful information to an agent by sending a message or whisper what to say into his/her ears.

## User definable screens

All supervision screens **can be personalized**. Each supervisor is able to create his own personal work environment.

## Assigning agents

Creating new agents is typically an administrator's task, but **supervisors can be granted the right** to assign agents to teams and to update the team's and agents' individual skills.

## 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.**



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