

**Nixxis Contact Suite**

# Administration

Next Generation Ultimate Customer Experience Solutions

Nixxis Contact Suite Administration module is the cornerstone of the Nixxis Interaction Engine that allows you to make sure that all of your Customer Contact Centre activities are entirely Business Oriented and well managed.

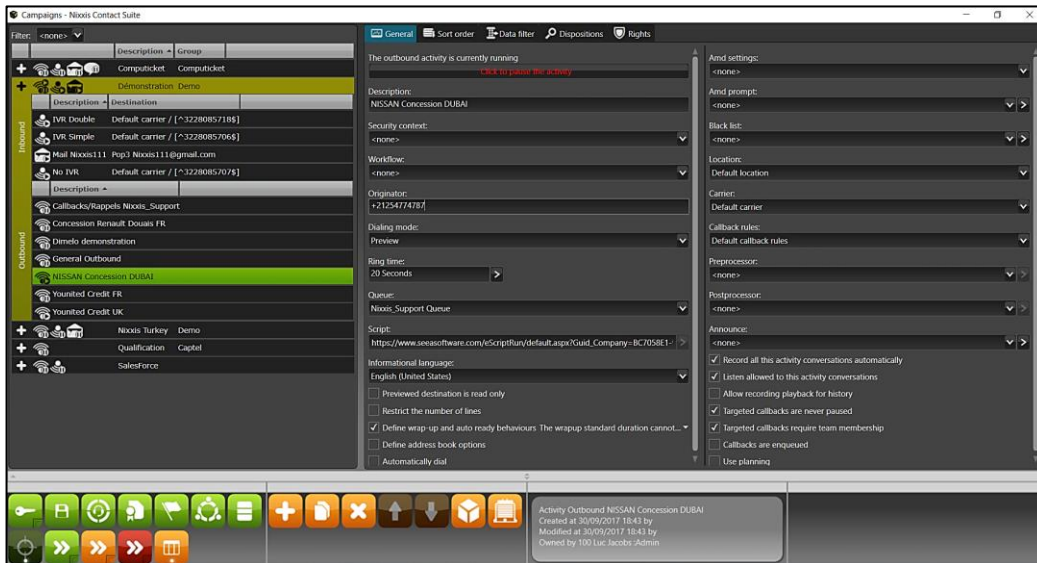
The administration module enables you to build business campaigns. These campaigns consist of a number of business-related activities.

These activities are associated to queues, who will assign the interaction to an agent or a team of agents with the right skill set.



**Key Benefits**

- Centralized administration
- System administration
- HR administration
- Business Projects administration:
  - Campaigns
  - Activities
  - Topics
- User-friendly interface



*User-friendly Administrator interfaces*

The administration user interface will allow you to:

- Create new agents and define their rights
- Create new campaigns and activities
- Create and/or assign existing activities to a campaign and define the corresponding detailed targets and skill set needed
- Create and/or assign new/existing queues to an activity
- Create and/or assign new/ existing teams of agents to a queue
- Create and/or assign new/ existing agents to a team
- Assign new/existing skills to an agent or team of agents
- Create planning and call back rules
- Create blacklists and statuses
- Define quota's and database structure
- Add/remove, modify records to the database.

**Today's business world is facing two major realities:**

**Communication channels have evolved extremely fast**

From the traditional letter and telephone calls, over e-mail and text messaging, to web self-service, MMS, videophone and more to follow, undoubtedly even faster.

**The new generations will drive us towards increasing use of these new channels.**

Not being able to respond to customers in a positive, flexible and efficient way, will lead to a substantial loss of (potential) business and market share;

**Customers are becoming ever more demanding**

They initiate contact through their preferred communication channel, demand responsive service and consistent answers through the channel of their choice.

A customer's impression of your company is less and less influenced by corporate advertisement but more and more by his experience with the availability and the quality of the company's interaction channels.

**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.

**How can you help optimize your Customer Experience?**



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