

**Nixxis Contact Suite**

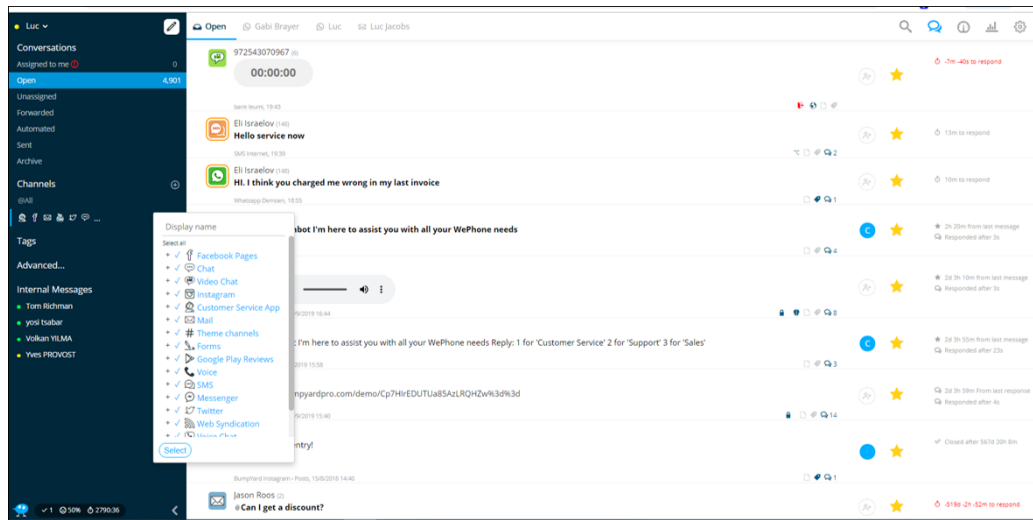
# Omnichannel Agent

Next Generation Ultimate Customer Experience Solutions

Nixxis Contact Suite Agent Interface provides the agent with a clear and workflow oriented ergonomic toolbar in order to ensure agent's performance and maximum availability during intensive working hours.

The agent interface enables the agent to deal with different contacts simultaneously.

The agent handles several voice, chat or e-mail sessions and freely switch between these sessions



Agent toolbar interface with various screen zone

The interface provides a **set of toolbars** at his disposal in order to handle his **multimedia activities**:

- Initiate a call
- Transfer a call
- Put a call-in 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 mail
- ...

## Key Benefits

- **Multiple simultaneous contacts interfaces**
- **Cross channel media blending**
  - Voice
  - Mail & Social Media
  - Chat & Messaging
- **Chat & voice switching**
- **Ready during wrap-up**
- **Switch between sessions**
  - screen only
  - screen and channel
- **User definable screens**
- **Automated “one-touch” deployment**
- **Light Web-based client**
- **Contact information**
- **Contact history**
- **Scripting Tool integration**
- **CTI interfaces**
- **Integrations with:**
  - eScript™
  - CallScripter™
  - Salesforce
  - MS-Dynamics
  - Zendesk, Jira
  - Any other bespoke & business applications

## Ergonomic interfaces

The status of the current contacts is presented to the agent in an **intuitive way**. Moreover, the agent will dispose of both **contact related information** and the **history of previous contacts**.

## The Agent Toolbar

Nixxis provides a versatile agent toolbar proposing all functions requiring no integration with your **existing agent user interface**.

This toolbar can be modified; every agent can change it as he/she wish.

The agent interface gives access to **scripting tools, software packages or bespoke applications**.

Where integration is needed, a **set of APIs**' is available in order to integrate those buttons with the existing agent's user interface.

## One-click deployment

The agent interface is a so called **"one-click deployed fat client"** that can be installed to your PC's within minutes and offering the best **Power/Performance** ratio.

A light web-based client is also available.

## 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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