

Nixxis Contact Suite

NCS Omnichannel

Your Next Generation Omnichannel Contact Centre

Nixxis Contact Suite is the next generation of unified contact centre software solution integrating Voice, Emails, Chat, SMS & Social media for a unified communication from 5 to 5000 agents with 20% productivity gains guaranteed.



Nixxis Contact Suite **transforms your call centre operations** giving a **single, unified solution** for a full breadth of customer contact capabilities covering **multichannel self-service, proactive contact capabilities** and **collaboration functionality**. NCS improves by 15 to 20% the productivity of your contact centre by integrating exclusive functionalities like **profit-based routing, multi-wave campaigns, intelligent call list management** or **team overflow**. The « full IP » multimedia platform interacts with your most sophisticated back-office applications **via open API's** and can be used **on-site**, in **hosted** or in **“Cloud”** environments.

Key differentiators

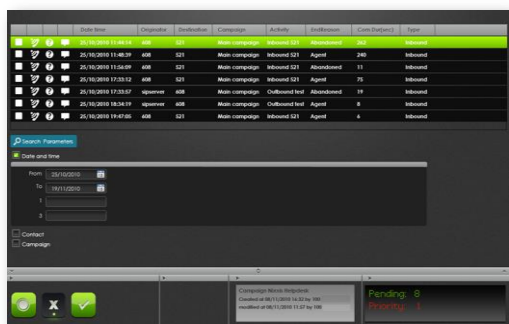
- **Profit-based routing** for routing decisions based on your own profitability rules.
- **Multi-wave campaigns** composed of mutually dependent activities.
- **Team overflow** configurable on all queues allowing the best allocation of your agents.
- **Intelligent call list management** avoids “burning” your call list too quickly in outbound mode.
- **Optimized predictive dialler** algorithms proven to be 15 to 20% better than the industry's best.
- **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 & Advanced **scripting tool** included.
- **Business-driven supervision** with **real time** performance parameters and agent alerts.
- **Native virtual multimedia** approach in **on-site, hosted or cloud** mode, your choice.



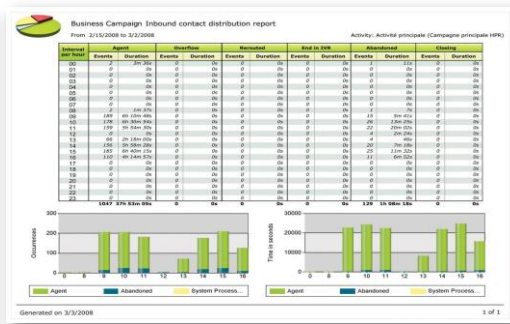
Supervision



Administration



Recording



Reporting

System specifications

Total interaction management:

- Multichannel access: voice, fax, email, web, chat, SMS, social media (Facebook, Twitter and LinkedIn).

Inbound/ACD:

- Multichannel queuing
- Priority-based routing
- Skills-based routing
- Group-based routing
- Language-based routing
- Profit-based routing.

Outbound Dialler:

- Multiple simultaneous call list
- Agents may participate in several simultaneous outbound campaigns
- Intelligent end of call list management.

Dial mode:

- Manual Dialling
- Preview Dialling
- Progressive Dialling
- Power Dialling
- Restricted Power Dialling
- Predictive Dialling
- Call-backs only
- Search mode.

IVR:

- Simple IVR interface
- VoiceXML standard
- Program interface IVR.

Multimedia agent:

- 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 an sms
- Start a chat session
- Handle an incoming mail
- Start a social media session.

Blending to same agent:

- Multiple inbound
- Inbound and outbound
- Multiple outbound
- Multi-media on different channels.

Scripting:

- Inbound and outbound
- Workflow
- Real-time
- Web reporting module
- Productivity monitoring
- Multilingual and cross-channel.

Remote and at-home agents

- One-click deployment Client SW
- Unified automated update.

CRM integrations (Screen pop).

Quanti- & qualitative Supervision:

Multiple Real-time views:

- Team view
- Agent view
- Queue view
- Campaign view
- Alert view
- Contact status: busy, answering machine, on line,...

- Contact qualification
- SLA monitoring
- Site independent supervision (complete virtual principle)
- Listen, record, intrude, messaging, transfer,...
- Completely configurable screens.

Administration:

- Centralized administration
- System administration
- HR administration (profiles, teams, competences, allocations, ...)
- Business projects administration:
 - Campaigns
 - Activities
 - Topics
- User-friendly interface
- « Wizard » for simple campaigns.

Recording:

- Initiated by agent, supervisor, script, at random or by default
- Complete conversation or activation on demand
- Defined moments or rule-based.
- All conversations; choice by agent
- Both voice and data included (call qualifications, call ID, ...)
- Play back during wrap-up.

Reporting:

- One-Click report generation
- Automatic publication to Intranet, Web or e-mails
- Pre-programmed report scheduler
- Includes 100s of standard report formats
- Fully customizable
- Interfaces to:
 - Cognos
 - Business Objects
 - Crystal reports
 - Export to pdf, xls, etc...

Capacity:

- Up to 5000 ACD agents
- Growth by adding servers
- Start small, grow larger, license only what you need
- On-site, hosted, ASP or Cloud mode, you choose.

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