

## Nixxis Contact Suite

# Recording

Next Generation Ultimate Customer Experience 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.



### 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).

Date/Time	Originator	Destination	Campaign	Activity	EndReason	Com.Dur(sec)	Type	FirstName	LastName	Account	Extension	Disposition	Positive	Argued	Setup duration
3/14/2019 12:28:23 PM	0003223494117		Demonstration	Concession Renault Douais FR	Preview	0	Outbound	Luc	Jacobs	100	10002		0	False	0
3/14/2019 12:30:38 PM	32475929981	3228085706	Demonstration	IVR Simple	Ivr abandon	5	Inbound						0	False	0
3/14/2019 12:30:44 PM	32475929981	3228085707	Demonstration	No IVR	Abandoned	5	Inbound						0	False	0
3/15/2019 2:40:44 PM	0033144547874	023057777	Demonstration	Younited Credit FR	Agent	79	Outbound	Luc	Jacobs	100	10002		0	False	1
3/16/2019 8:41:53 AM	0032 475929981		Demonstration	Concession Renault Douais FR	Preview	0	Outbound	Luc	Jacobs	100	10002		0	False	0
3/22/2019 6:43:13 AM	32475929981	3228085707	Demonstration	No IVR	Abandoned	24	Inbound	Luc	Jacobs	100	10000		0	False	0
3/22/2019 6:44:06 AM	32475929981	3228085707	Demonstration	No IVR	Abandoned	2	Inbound						0	False	0
3/27/2019 6:44:52 AM	32475929981	3228085706	Demonstration	IVR Simple	Abandoned	22	Inbound	Luc	Jacobs	100	10000		0	False	0
4/12/2019 2:32:42 PM	32476332731	3228085706	Demonstration	IVR Simple	Abandoned	30	Inbound						0	False	0
4/19/2019 11:57:58 AM	32475929981	3228085707	Demonstration	No IVR	Agent	81	Inbound	Luc	Jacobs	100	10000	Rappel CB&I	0	True	0
4/23/2019 3:42:15 PM	32475929981	3228085707	Demonstration	No IVR	Agent	68	Inbound	Luc	Jacobs	100	10000	Liste noire	-1	False	0

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.

**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.

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



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