

Hosted Intelligent Contact Routing

Features

Hosted and managed Genesys® network solution
Enterprise-wide reporting
Carrier grade implementation and on-going support

Benefits

Usage based pricing with minimal capital outlay
Leverage Verizon Business personnel and expertise
Manage multiple contact centers as one 'virtual contact center'

A company's bottom line has become increasingly dependent on the quality and organization of its customer service. With Verizon's Hosted Intelligent Contact Routing (ICR), you use multi-media solutions and intelligent network routing to more effectively manage customer communications and improve customer relations.

With Hosted ICR, your customers will no longer be bounced around to various agents or left on hold for long periods of time when they call for help or advice. By allowing even your most disparate contact centers to operate as one virtual enterprise, Hosted ICR offers you the ability to give your customers seamless service when they need it, provided by the most skilled agent available. And, using Hosted ICR's web-based features, even the greatest influx of contacts can be managed, routed, and reported on quickly and efficiently. Hosted ICR's other benefits include:

Improved customer loyalty. Customers who can count on service when they need it will return. Hosted ICR helps you foster customer loyalty and retention by effectively directing customers to the most suitable resource for their needs—the first time they contact your company.

Reduced operational costs and expenditures. While extensive technology can quickly become outdated, Verizon Business will perform and cover the costs for upgrades during the term as part of the service. Hosted ICR delivers the service you need without requiring the capital investment in soon-to-be obsolete equipment. By choosing Verizon Business, you can be assured your technology will always be up to date.

Maximized agent resources. Intelligent contact routing directs customer inquiries to the agents best equipped to handle their specific needs. Additionally, effective queueing means that agents are neither idle nor overwhelmed but employed at a steady rate.

Increased sales opportunities. Customer information collected through Hosted ICR allows agents to suggest alternative products and services that a customer might not have otherwise considered.

Many Applications

Hosted ICR's intelligent contact routing and Internet-based applications allow you to maximize the effectiveness of customer service interactions.

- Financial and banking institutions can use Hosted ICR to differentiate valued customers by recognizing Caller Entered Digits (CEDs) or Automatic Number Identification (ANI) and priority route them to the appropriately skilled agent or the same agent they spoke to last time, perhaps a private banker, if available.
- Retail companies can use Hosted ICR to up-sell products based on a customer's buying history.
- Travel agents utilizing this service can have visibility into a traveler's frequent flier status and transfer data to travel partners such as car rental companies or hotels.
- Any company that depends on e-business or their online customer interface can use Hosted ICR to assist customers in learning how to navigate and use their website. This fosters good customer relations and mitigates user frustration.

Regardless of which industry your business is in, Hosted ICR has the features you need to make successful customer service work.

Productivity-Enhancing Features

Verizon's Hosted ICR offers many state-of-the-art features designed to expand your business without expanding your workforce or exhausting your budget, such as:

Dynamically built queues. Hosted ICR dynamically builds queues based on the logic of a routing strategy. The priorities assigned to each interaction will determine its position in the queue.

Intelligent routing. Hosted ICR controls the timing and distribution of customer interactions based on routing strategies defined.

Unified customer interaction history. Hosted ICR stores customer interaction history. This gives both contact center managers and agents insight into the customer's experience.

Personalized customer service. Based on data collected from your Web site, Hosted ICR gives your contact centers the ability to manage interactions in a more personalized, consistent, and efficient manner.

Real-time monitoring of operations. Hosted ICR gives managers a view into the current status of their agents and queues, including a view of the number of interactions in queue, average wait times, service level adherence, and current agent activity.

Historical reporting for business analysis. Hosted ICR supports comprehensive information analysis with intelligent, business-oriented historical reporting.

Agent interface starter application. The agent starter application synchronizes the arrival of customer data with an incoming interaction. This orchestrates a wealth of information from which the agent can then craft their response or conduct a real-time interaction.

Desktop integration. Hosted ICR supports integration with third-party customer service applications.

Secure interactions. Hosted ICR supports both firewalls and Secure Socket Layer (SSL) encryption.

Genesys® Internet Suite of Products

Through Internet Contact Solutions (ICS), customers have their choice of contact options:

E-Mail. Compatible with a wide range of third-party mail servers, Genesys e-mail can automatically respond and/or suggest responses to incoming e-mail based on preset business rules.

Web Form. Provides the convenience of e-mail with an easy to use drop-down format. Selections made determine where the form goes which leads to more accurate routing.

Chat. Enables real-time text communication through a web browser. Web users can enter questions into their browsers and view responses from an agent in real time.

Web Call Back (Voice over PSTN). Makes it possible for customers visiting a company's Web site to request a call back from an agent either immediately or at a more convenient time.

Web Call Through (Voice over IP). Allows web users to speak to customer representatives via their computer using standard Internet phone software.

Web Collaboration. Provides the ability for contact center agents and customers to automatically synchronize web browsers and simultaneously surf the Internet.

Contact Us Today

For more information about Hosted ICR, please contact your Verizon Business account manager or visit us on the web at www.verizonbusiness.com for more information on this and other Verizon Business contact center products and services.

