

Orchestrating a brighter world

NEC

Connect customer journeys
across any channel

CX Plus: Omni-Channel Routing



CX Plus Omni-Channel Routing

Seamlessly connect
customers to the right
agent across any channel

Skills-based Omni-Channel Routing
and Universal Queue for:

Inbound
Voice



Outbound
Voice



IVR Voice
Portal



Email



Chat



Text



Social
Media



Extensible
work items



Empower your agents

CX Plus Omni-Channel Routing is a contact routing and interaction management suite that empowers your agents to positively and productively interact with customers in any channel.

Gain business flexibility by quickly deploying agents anytime, anywhere for maximum operational flexibility, and by implementing routing and interactive voice response changes in hours, not days or months.

CX Plus Omni-Channel Routing presents consolidated, easy-to-use interfaces for agents, supervisors and administrators. It seamlessly integrates with leading CRM solutions and is often deployed in a matter of days.

CX Plus Omni-Channel

Routing Modules



Automatic Contact Distributor

Voice, Email, Chat, SMS
and Work Items



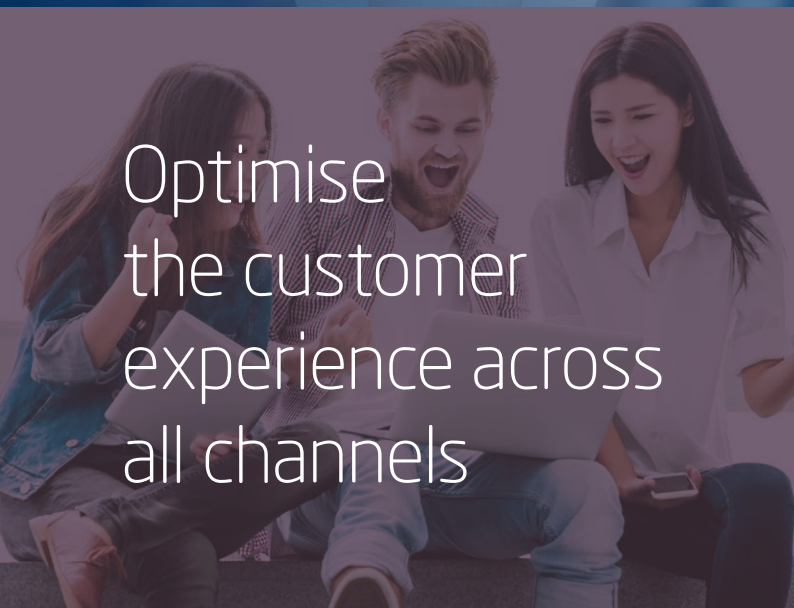
Interactive Voice Response

Seamlessly integrated
Voice Portal / IVR



Personal Connection

Blended Inbound
and Outbound



Optimise
the customer
experience across
all channels

CX Plus Omni-Channel Routing lets your customers choose how they communicate with you, by quickly routing interactions to the right agent with the right skill-set in the right channel. Easily connect customer data with your contact centre by using our out-of-the-box CRM integrations.

By connecting information in your automatic contact distributor with data in your CRM, your agents are equipped to handle large contact volumes quickly and efficiently, while personalising each interaction to increase customer satisfaction.

Omni-Channel Session Handling increases agent productivity by enabling agents to handle multiple customer interactions concurrently. It also allows agents to “elevate” customer interactions to Omni-Channel customer sessions by adding one or more outbound channels to an existing contact.

This not only increases customer satisfaction with higher first contact resolution rates, but also gives agents more tools empowering them to provide an effortless customer experience.



Increase agent
productivity and
customer
satisfaction

Deliver a superior experience in your customers' preferred channel

Ensure that customers receive personalised customer service in their preferred channel, when and where they need it

- ⊕ Increase customer satisfaction through higher First Contact Resolution (FCR) rates.
- ⊕ Reduce effort and frustration, as well as Average Handle Time (AHT) by ensuring each customer is connected to the best qualified agent enabled to provide personalised service.
- ⊕ Increase revenue through streamlined, targeted and personalised customer support with a higher Customer Lifetime Value (CLV) and lower cost per interaction.
- ⊕ Lower abandon rates through optimised routing, reduced time in queue and callback options in case of higher than expected call volumes.
- ⊕ Outpace the competition by quickly adding new channels to support changing customer expectations.

Transform your contact centre into a profit centre

Seamlessly blend inbound and outbound omni-channel interactions, increase agent utilisation and enable active outreach to your customers

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- ⊕ Increase customer satisfaction through improved customer service with proactive outreach.
 - ⊕ Dramatically improve agent productivity and list penetration.
 - ⊕ Reach higher connect rates with our “no pause” dialler.
 - ⊕ Increase collection rates.
 - ⊕ Grow revenue through active outreach with cross-sell and up-sell opportunities.
 - ⊕ Maximise agent efficiency and minimise abandons through our patented pacing algorithm.

Improve agent job satisfaction and performance

- ⊕ Boost customer satisfaction by allowing agents to customise each interaction, regardless of channel, with customer context at their fingertips.
- ⊕ Enable agents to focus on the customer, not on the tool, while personalising interactions with customer data and interaction history from CRM or other sources.
- ⊕ Improve agent productivity and performance by enabling them to concurrently handle multiple digital interactions, in addition to a voice call, and increases agent satisfaction by supplying all the tools they need, in one place.
- ⊕ Allow supervisors to monitor, (whisper) coach, barge and takeover calls when needed, using the Supervisor interface.
- ⊕ Increase first contact resolution by empowering agents to elevate a single customer contact to an omni-channel session.

My Agent eXperience (MAX) is your agent's new best friend, MAX helps personalising and streamlining customer interactions across virtually any channel, and is a user-friendly, context-sensitive interface

Gain business speed and flexibility

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Quickly deploy agents anytime, anywhere for maximum operational flexibility and implement contact routing and IVR changes in hours, not days or months

- ⊕ Your contact centre supports the flexibility your business requires.
- ⊕ Enable business users with limited technical expertise to adjust routing functionality when needed.
- ⊕ Reduce time to deploy new contact centre channels and routing rules.
- ⊕ Save time with quick and easy resource configuration and maintenance to avoid duplicate configuration.
- ⊕ Streamline design and maintenance of routing flows for all supported channels user-friendly drag-and-drop interface.
- ⊕ Implement changes, then simulate flows prior to going to production to ensure complete and correct routing.
- ⊕ Set up agents anytime, anywhere: in the contact centre, at a branch location or working from the home office.
- ⊕ Empower your users with optimised interfaces for agents, supervisors and administrators.



CX Plus

Omni-Channel Routing

About CX Plus

CX Plus is the world's #1 cloud-based customer experience and workforce engagement solution. Powered by NICE inContact's CXone platform, it helps organisations of all sizes be first and stay first, empowering your teams to move faster and work smarter. It is the only platform unifying best-in-class Omni-channel Routing, Analytics, Workforce Optimisation, Automation and Artificial Intelligence, all built on an Open Cloud Foundation.

Gain business flexibility by quickly deploying agents anytime, anywhere for maximum operational flexibility, and by easily implementing routing and interactive voice response changes. It integrates with leading CRM and PABX platforms and is often deployed in a matter of days. Furthermore, it's the only cloud contact centre platform recognised as a market leader by Gartner, Frost & Sullivan, Ovum, IDC and DMG.

To learn more about CX Plus visit nec.com.au, or if you are reading this on your preferred device; click on the buttons below to download additional brochures.

 CX Plus Overview

 Analytics

 Automation and AI

 Omni-Channel Routing

 Open Cloud Foundation

 Voice as a Service

 Workforce Optimisation

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