

Contact Center Agent Desktop



Chances are your agents have more contact with your customers than anyone else in your business. Providing less than premium customer care is not an option.

UpStart Contact Center Agent

UpStart Contact Center Agent (CCA) provides a role tailored agent desktop application for the contact center. Customer Service Representatives improve service delivery and performance while collecting full interaction context for every customer touch point.



“The UpStart Contact Center Agent Desktop ... sits at the top of what I term a Smart Agent Desktop, and so thoroughly deserves its number one ranking and Hot Vendor status in our Value Index for Customer Experience Management Agent Desktop”.

Richard Snow, Research Director at Ventana Research

UpStart Contact Center Agent our contact center agent desktop toolbar brings a rich set of tools that lets your agents deliver premium customer care while taking care of your bottom line. Results include:

Client in Healthcare Industry:

3% Reduction in Call Volumes through a
10% Reduction in Repeat Calls
Project Payback - 8 Months

Client in Utility Industry:

10% Reduction in Call Volumes through a
50% Reduction in Repeat Calls
Project Payback - 6 Months

Client in Utility Industry:

20% Reduction in AHT
50% FCR Improvement
Project Payback - 3 Months

Client in Insurance Industry:

12% Reduction in AHT
20% Reduction in Repeat Calls
Project Payback - 6 Months

Upstream Works CCA's unique desktop footprint ensures that it's always there to help agents do their work, without getting in the way.

Blended Multichannel Queue

With CCA customers contact you the way that they want. CCA supports inbound phone, email, chat, and other interaction types. For all channels, Contact Preview immediately shows who is contacting you, why they are contacting you, and how long they've waited.

Customer Interaction History

All customer interactions with the contact center are automatically captured by CCA. At a glance, an agent has the history of the customer contacts across all channels, and the reason that they called. It even tracks interactions where the customer called, then abandoned.



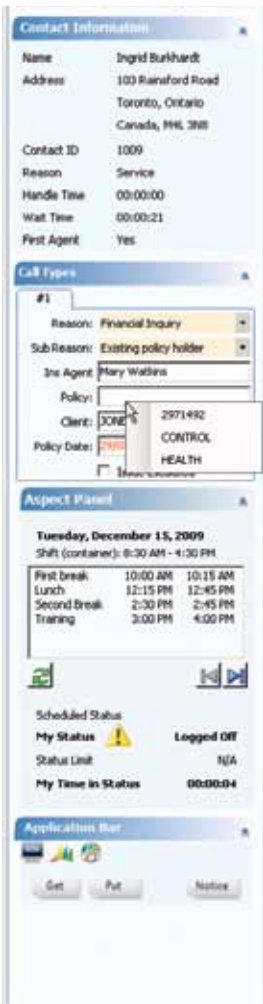
Time	Channel	Policy	Client Name	Status	Detail	Disposition
08/08/2011 10:00:00 AM	Web Chat	Web Chat	Web	Completed	Customer	Open - 100%
08/08/2011 11:00:00 AM	Web Chat	Web Chat	Web	Completed	Customer	Open - 100%
08/08/2011 11:00:00 AM	Web Chat	Web Chat	Web	Completed	Customer	Open - 100%
08/08/2011 11:00:00 AM	Web Chat	Web Chat	Web	Completed	Customer	Open - 100%
08/08/2011 11:00:00 AM	Web Chat	Web Chat	Web	Completed	Customer	Open - 100%
08/08/2011 11:00:00 AM	Web Chat	Web Chat	Web	Completed	Customer	Open - 100%
08/08/2011 11:00:00 AM	Web Chat	Web Chat	Web	Completed	Customer	Open - 100%
08/08/2011 11:00:00 AM	Web Chat	Web Chat	Web	Completed	Customer	Open - 100%
08/08/2011 11:00:00 AM	Web Chat	Web Chat	Web	Completed	Customer	Open - 100%
08/08/2011 11:00:00 AM	Web Chat	Web Chat	Web	Completed	Customer	Open - 100%

Customer Contact Drivers

CCA captures multiple contact reasons and drives agent workflow based on the context of the customer's contact. Multiple contact levels, along with outcomes are collected with a simple and straight forward methodology, improving agent compliance in capturing this vital contact center information.

Agent Automation

Based on contact reason and customer identification, CCA opens the correct application to the customer record pre-filled with any information captured in self service.



Multi Application Automation • On average, an agent has six applications on the desktop. Poorly integrated, and without automation, they slow down the interaction, and force the agent to enter the same information over and over. But your investment in these legacy applications is significant and must be considered.

We have a better way. Get “big bang” benefits without blowing up your contact center. CCA automates and ties together any number of agent applications, reducing interaction times and eliminating errors, and works with Upstream Works’ native CTI connectors or with third party solutions. Agents are given access to the right application at the right time, and can exchange key data between applications with a single click.

Context • For each type of interaction, the correct set of applications are presented. Other applications are suppressed, minimizing desktop clutter and confusion. If the interaction is suspended for later completion, the context is properly restored when the interaction is reactivated.

Managed Interaction Flows • CCA adapts to the workflows that you use in YOUR contact center. Interaction workflow is independent of contact type, and can be set to work to completion or interrupted by a higher priority item. During busy periods, after contact work can be suspended so your agents remain available to take contacts.

Developer Tools • CCA supports integration with third party tools such as Workforce Management applications within the toolbar, enhancing the value and capabilities of your desktop investment through a variety of third party offerings.

Application Bar • Link to any application. Drill down to the right spot in the right application every time.

Update • Transfer all customer contact fields from one application to another instantly. Select the source application, and click “Get”. Select the destination application, and click “Put”. That’s it!



Telephony Tools

CCA has optional computer telephony integration features built right in. It can be used with your existing PBX with native ‘CTI’ tools, or with Upstream Works embedded CTI.

Soft Phone • Full function soft phone including multi-call control, robust blind/warm transfer and conference, and full DTMF control. No restriction on mixing soft phone and desk phone operation, even on the same call.

One Click Dialing • Highlight any phone number regardless of format in any open document or application, and let UpStart dial it.

Transfer Points • List of logged in agents and active queues to permit quick rerouting, transfer, return to queue and conferencing.

Transfer Reason Codes • Empower agents with reason codes for transfers within your contact center or across your enterprise.

Aux/Reason Codes • Agents select a code from a list when going unavailable. Automatically sets the correct phone state.

Billing Inquiry
Technical Support Issue
Customer Complaint
Wrong Number
Sales Inquiry
Wrong Department
Product Inquiry
Other

Remote Agent Access

CCA can operate over a secure Internet connection, so your remote/at home agents have the same tools and can be managed to the same standards as your on premise agents. It even integrates with the Cisco and Avaya IP Phone clients, so remote agents have full contact center handset features.

Business Interaction Analytics

CCA is a component of Upstream Works' Business Interaction Management, and greatly simplifies the task of capturing and managing interaction details for every interaction, providing benefits such as enhanced First Contact Resolution reporting and analysis.

CCA adds data describing the key elements of every interaction to the Business Interaction Manager data mart. With Business Interaction Manager our advanced contact center metrics and analytics package, you manage agents by their "solve rates" and customer satisfaction performance, not just handle times.

Why Choose UpStart Contact Center Agent?

UpStart CCA was designed to help agents do their jobs more effectively. Its unique toolset provides agents with assistance at their jobs, helping them meet the rigorous demands of each and every customer contact as quickly and as efficiently as possible. CCA not only directly contributes to reduced handle times, but it also improves agent accuracy and reduces errors, eliminates the drudgery of repetitive typing and improves agent morale and retention. Agents like using the tools because they help!

CCA helps contact center management to improve the contact center. CCA is highly configurable, and works with your actual agent work flows to ensure that the tools meet the needs of both the agents and of management. Implementing a desktop workflow that provides direct value to the agents ensures that the right process is followed - every time! Management can collect the information they want to capture about interaction drivers and customer behaviors to be used not only for ongoing process improvement and actionable first contact resolution, but for up to the minute triage of call spikes or other short term customer issues.

UpStart Contact Center Agent is an integrated component of Upstream Works' Business Interaction Management solution, and can change how you manage your contact center and improve the customer experience.



About Upstream Works

Upstream Works delivers contact center solutions and customer experience analytics that reduce costs and improve customer retention. Typical implementations deliver full project payback in 6 months.

Business Interaction Management

Upstream Works makes your customer interactions visible, accountable and controllable.

Interactions make up the substance of every customer relationship and defines how and where a company should allocate its resources to increase customer lifetime value and to decrease operational costs.

Upstream Works allows businesses to capture, analyze and use interactions across the enterprise.



Upstream Works

www.upstreamworks.com