

# Contact Center Agent Desktop



Customers are increasingly turning to email and chat to contact your business. But standard chat/email applications aren't designed for the contact center. You need a multichannel solution that works how your agents work, and gives you the tools to manage these channels.

## UpStart Contact Center Agent

UpStart Contact Center Agent (CCA) provides a role tailored agent desktop application for the multichannel 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
10/20/2011 10:00:00 AM	Web Chat	1000	John Doe	Open	Customer Inquiry	Open - 1000
10/20/2011 10:05:00 AM	Phone	1000	John Doe	Open	Customer Inquiry	Open - 1000
10/20/2011 10:10:00 AM	Phone	1000	John Doe	Open	Customer Inquiry	Open - 1000
10/20/2011 10:15:00 AM	Phone	1000	John Doe	Open	Customer Inquiry	Open - 1000
10/20/2011 10:20:00 AM	Phone	1000	John Doe	Open	Customer Inquiry	Open - 1000
10/20/2011 10:25:00 AM	Phone	1000	John Doe	Open	Customer Inquiry	Open - 1000
10/20/2011 10:30:00 AM	Phone	1000	John Doe	Open	Customer Inquiry	Open - 1000
10/20/2011 10:35:00 AM	Phone	1000	John Doe	Open	Customer Inquiry	Open - 1000
10/20/2011 10:40:00 AM	Phone	1000	John Doe	Open	Customer Inquiry	Open - 1000
10/20/2011 10:45:00 AM	Phone	1000	John Doe	Open	Customer Inquiry	Open - 1000

### 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 Desktop Automation

With Upstream Works Contact Center Agent (CCA), customers can contact you any way they want. CCA blends email, fax, chat, and other interactions with phone interactions. The rich feature set of CCA is fully supported for these multichannel contacts.

CCA integrates these other contact channels with your existing phone skills based routing so you maintain your investment in scripting and training.

Benefits include:

- [Maintaining Agent workflow](#)
- [Blending effectively](#)
- [Managing to a common standard with service level adherence](#)
- [Access to Customer Interaction History across all channels](#)
- [Business Interaction Manager integration for full multichannel reporting](#)

## 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 across all communication channels.

## 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 regardless of contact channel. 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. Management can collect the information they want to capture about interaction drivers and customer behaviors across all channels 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](http://www.upstreamworks.com)