



**inContact™**

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## inContact Features

### How inContact™ enhances the customer experience

With inContact, customers can expect the same personalized attention and responsiveness whether they make contact by voice, chat, fax, or email. The technologies described below are pre-integrated into one suite, working together to help your agents provide world-class customer service.

<b>Skills-based Automatic Contact Distribution</b>	Routes incoming calls, emails, and Web-based chat contacts to your agents based on agent qualifications and other criteria setup by you through one consistent user interface. Besides keeping agents busy as possible, this feature reduces caller frustration by routing the call to the appropriate agent without unnecessary transfers or hold time.
<b>Interactive Voice Response (IVR)</b>	Gathers information from callers before they talk to a live agent. With IVR, many callers may self-service, never needing to speak to a live agent. Guiding the caller through a custom script, IVR is completely integrated with automatic call distribution (ACD), transferring calls to the appropriate department or individual when necessary. If the caller simply wants information, the IVR application can be programmed to automatically respond via email or fax; or the system can be programmed to announce customer information, such as the caller's account balance or order status, prior to the agent picking up the call.
<b>Screen Pop</b>	After the IVR identifies the caller, the system, interacting with a customer database, sends pertinent information (such as the caller's identity and buying tendencies) to the agent's screen as the call is transferred. Agents know who is calling without asking multiple questions at the beginning of every call – saving everyone – the agent and the caller – valuable time.
<b>Universal Queue</b>	Manages all customer contacts – email, chat, call-back calls – in the same queue as inbound voice calls. Customers can contact the center using whatever method they want, yet, with inContact, they will always receive a consistent level of service no matter the contact method.
<b>Call-Back</b>	Allows callers to hold their place “in queue” and hang up. The system will automatically call the customer back when their turn comes up. No more waiting on hold for an available agent—the top source of customer frustration within most call centers. Callers can even leave a recorded message for the next available agent.

<b>Inbound/ Outbound Contact Blending</b>	<p>Manages a list of outbound calls and distributes them to idle agents, the same way inbound calls are handled. This feature automatically balances the activity level of your organization and maximizes productivity by keeping all agents engaged in customer support even when the inbound queue slows down. If outbound needs are small, agents can handle Web-based chats or email responses, all distributed and tracked by inContact's innovative multimedia contact handler – the universal queue feature.</p>
<b>Database Connectivity</b>	<p>Links personalized customer information from your customer contact database to the agent. The OSN database integration product eliminates the discovery process on each call. The agent's computer screen displays caller-specific information at the time the call is transferred.</p>
<b>Real-Time Agent Reporting, Monitoring, and Recording</b>	<p>Empowers supervisors and managers. With the reporting, monitoring features managers can monitor all current call center activity, construct historical reports, spot trends and address problems as they happen. Using a Web browser, supervisors can monitor agent statistics from any location and listen to an in-progress call with a single click. If there's no time to listen now, supervisors can click again to record the agent's conversation and have it emailed automatically when the call terminates. Agents can also view their specific activity reports to see how they are doing in general or in comparison to their team.</p>
<b>Automated Survey Feature</b>	<p>Demonstrates to customers your commitment to improving service. The system can contact customers periodically or immediately following a conversation with a live agent to conduct an automated survey. Survey results are emailed directly to supervisors or managers, providing timely feedback without any call center overhead.</p>
<b>Business Continuity for Voice Lines</b>	<p>Re-direct your local numbers to and run your toll free numbers through the OSN Intelligent Network. This DR solution gives you maximum flexibility in where you can point your inbound calls to in the event your normal place of business is not accessible due to a natural or man-made disaster. With a little pre-planning, within minutes of a business interruption, you can re-direct local and long distance inbound to at-home workers or cell phone numbers. Being able to respond to a business interruption means the company is positioned to protect the normal business flow. Your customers continue to have contact with your company despite the challenges your business is experiencing.</p>



**To learn more about OneStream Networks:**

- Contact your Sales Representative
- Call us at 1 800 869 0315
- Visit us at [www.onestreamnetworks.com](http://www.onestreamnetworks.com)