

Omnichannel Contact Center

iCX Omnichannel Contact Center is a customer engagement platform that manages both inbound and outbound communication processes across a multitude of channels. iCX transforms your Avaya Aura® Communication Manager into a complete omnichannel communication management solution without compromising or replacing your existing voice infrastructure. Available as either a cloud or on-premises deployment, iCX is the only omnichannel contact center platform that leaves your Avaya system to do what it does best. Not ready to deploy all available channels right now? iCX can scale as your business does, allowing you to add channels as needed.

By adding digital channels seamlessly to your Avaya system, iCX leverages the service quality and reliability of your existing telephony system while significantly boosting the experience of customers, agents, and supervisors alike.

CUSTOMER

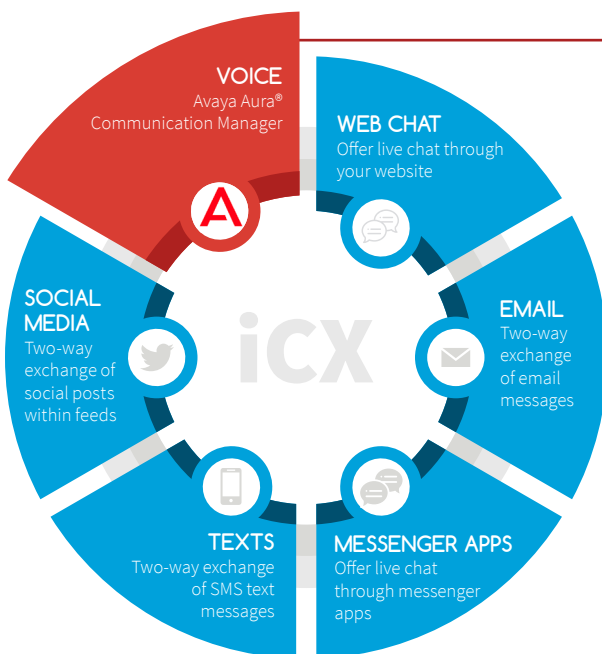
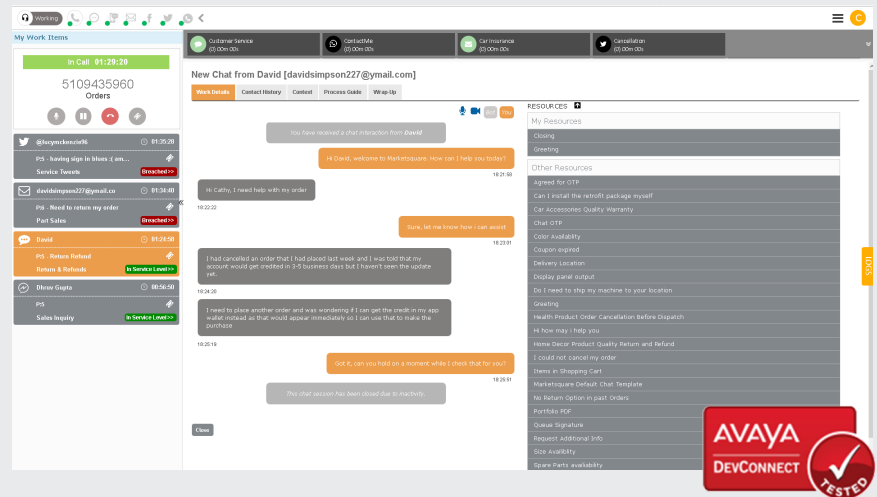
Improve customer experience by engaging them on their preferred digital channel while providing personalization and higher first contact resolution.

SUPERVISOR

Contact Center supervisors can track real-time statistics, monitor live interactions, control response quality, track campaign performance, and analyze trends all within their iCX desktop.

AGENT

iCX provides a unified communication management desktop to view, manage, and control communications across multiple channels in a single UI. With deep integrations for both Avaya and your CRM, agents can automate administrative tasks and streamline work flows, creating a better, more productive workday.



ADD CHANNELS WHILE ENHANCING YOUR AVAYA VOICE

Avaya Softphone: iCX gives your supervisors and agents a softphone for their Avaya system, enabling call control all within the iCX desktop client.

Advanced Routing: In addition to Avaya's skill-based call routing, iCX enables advanced call work flows using CRM data and client history to determine the call treatment and priority level of each unique customer.

Multichannel Callback: iCX gives clients the ability to request a callback from any of the multiple channels available when wait times are too high. Whether they'd like a callback based on their position in the queue or at a scheduled time, iCX frees your customers and agents from wait time frustrations.

Outbound Dialer: iCX Dialer adds an automatic outbound dialer and voice campaign management system to your existing Avaya system. By providing both preview and progressive dialing campaigns, iCX dialer is built to fit your business needs.

iCX is compatible with Avaya Aura® Communication Manager and Avaya Aura® Call Center Elite. TSAPI Basic licensing is required. DMCC licensing may be required for some features.

CONTACT US

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