



MULTICHANNEL EXPRESS

MULTICHANNEL OPTIONS FOR CISCO CONTACT CENTER EXPRESS

QUICK OVERVIEW

▶ FLEXIBILITY

- Enables contact centers to reliably utilize new methods of customer interaction
- Integrates email, fax, chat and even video into the contact center environment
- Each interaction channel may be segregated into separate queues

▶ MANAGEMENT

- Allows full blending of agents across any queue
- Extends full supervisory capabilities over remote agents
- Enables multichannel capabilities for both centralized and remote agents

▶ REPORTING

- Utilizes embedded Cisco reporting tools
- All reporting is consistent and complete

▶ INTEGRATION

- Integration with Cisco Unified Contact Center Express provides seamless agent interaction and reporting
- Allows full integration into back-office applications including Customer Relationship Management (CRM) systems

POWERFUL SOLUTIONS FOR TODAY'S CONTACT CENTERS

More and more, customers are turning to new methods of interacting with companies to learn more about products and services, to conduct business and to seek support. In today's contact centers, email, fax, chat and even video interactions are gaining momentum. The challenge for contact center managers is to develop a cost-effective strategy to intelligently and efficiently route, process and manage these types of interactions as they grow in volume and importance. **Multichannel Express** leverages the Cisco Unified Contact Center Express (UCCX) platform and is designed to seamlessly integrate alternative channels of communication, including email, fax, chat and video, into the common activities of contact center agents, supervisors and management.



Multichannel Express removes the restrictions of voice-only contact centers and unleashes tremendous productivity gains by allowing contact centers to reliably and effectively communicate with customers in a variety of methods, including email, fax, chat and video. Agents leverage the Cisco Agent Desktop tool for all channels of communication, providing a single common interface for all their daily activities. Email, fax, chat and video sessions are queued and routed to appropriately skilled agents just as voice calls are treated and, while each form of communication can be queued separately, agents can be fully blended across multiple queues.

As with other powerful Radianta contact center applications, Multichannel Express is built upon the robust Cisco Unified Application Environment and integrates directly with UCCX. This enables contact center supervisors to ensure consistent response to all forms of customer interaction, including voice, email, fax, chat and video. In addition, fully integrated reporting allows the effective monitoring, management and coaching of contact center agents.

Maximize your return on investment by enabling the full potential of your contact center. As an integrated component of the Cisco Unified Contact Center Express product, Multichannel Express enables organizations to reduce cost and become more responsive to customer needs by allowing contact center agents to effectively interact with customers in a variety of new ways. Unleash the power of your contact center today!

CALL TODAY: 866.467.9695

www.radianta.com