

# The Call Center Solution

In today's call centers, support is typically restricted by line-of-sight: agents literally must raise their hand to gain the attention of a supervisor, who then walks to the agent's desk to provide assistance, during which time the caller is placed on hold or engaged in idle chit-chat about the weather. Concourse eliminates this restriction by enabling agents to escalate and send specific, tailored instant messages to the right persons in their organization, who may be local or remotely located. With Concourse, agents and managers collaborate in a community-centric atmosphere. They can send and receive text and chat messages, view videos, images and more in an intuitive graphic environment. The benefits are clear:

**Immediate Communication:** Concourse gets the word out fast, whether you need to communicate a system outage to a particular region, or broadcast a special sales offer announcement to the entire care organization. By solving business challenges efficiently, it saves time and money.

**Reduce Call Demand:** With Concourse, fewer calls are handled directly by agents resulting in needing less agent capacity; realize improved self-service via the web; focus on One Call Resolution; lower repeat calls (call resolution, improved routing); and accomplish less transfer between agents (improved routing).

## Improve Agent Efficiencies (AHT, Utilization)

The Concourse Contact Center Solution creates efficiencies not only in faster resolution to issues, but with its unique community-centric and collaborative approaches also improve initial and on-going training; enhance Supervisor monitoring and coaching; expand quality processes; and unify desktop workflow.

## Reduce Customer Churn

Concourse helps customers maintain their competitive advantage and proactively "save" customers; profile customers based on risk factors; route at risk customers to save queue for special offers and treatment; up-sell; and add-on "sticky" products and promotions.



Adaptive Engineering is the award-winning software development company that provides efficient and intuitive visual solutions to businesses and organizations looking to save time and money. Committed to delivering innovative visual applications, Adaptive Engineering collaborates with its clients to accelerate efficiencies and productivity within their business or organization. Their unique unified communications and collaboration suite of applications and business driven approach allow enterprises to focus cost and can be found streamlining business processes in large enterprises and call centers. Founded in 2003, Adaptive Engineering operates globally with offices in Americas, Europe, Asia and the Middle East. More information is available at: [www.adaptiveengine.com](http://www.adaptiveengine.com).

**Single Sign-On:** Concourse enables unified logging across all channels, pursuit to industry standard and compliancy.

**Secure Communications:** Unlike public IM applications, Concourse resides inside the corporate firewall. Messages are encrypted and users are authenticated via LDAP/Active Directory, enabling enterprise single sign-on.

## Remote Desktop Viewer/Controller:

Concourse enables remote support personnel to view the agent's desktop, and even take control in order to complete a transaction. Problem resolution is efficient and instructive.

**Broadcasting:** Concourse enables you to broadcast alert messages such as regional system outages, special offers, and other urgent communiqués to a targeted group of recipients.

**Multi-Media Messaging:** Users can collaborate and send text or multimedia messages, enabling delivery of training videos directly to the desktop, which can be viewed during slack periods.

## Attribute-Based Message Routing:

Concourse enables messages to be routed based on user attributes. If a CSR needs information in order to answer a caller's billing-related question, she can route the message to the Billing group, where it is distributed to the next available subject-matter expert.

**Group Chat:** Concourse enables a group or pod of users to view all messages submitted by other users, as well as the corresponding coach/SME responses, thus serving a dual role as a support and training tool.

## Performance Feedback/Incentive

**System:** If a CSR deserves credit for a job well done, send him a "reward" marble, or a "demerit" marble if his work isn't up to snuff. Agents can track their Incentive Balance on Concourse's scoreboard, and trade-in their chips for incentive awards. Be creative.