

Would you like to have online insight in your call traffic? Be reachable outside your opening hours for frequently asked questions? Be able to answer frequently asked questions automatically? Have the right call transferred to the right department? Be reachable even when you are occupied? Offer 24/7 customers service? MCXess has the right online platform to answer all these topics of your inbound communication.

Online management of your inbound telephony environment is the ultimate self servicing capability for organizations. Not being fully dependant of your communication partner allows you to impact the success of your contact center and the efficiency of your agents.

Online & real-time

Upgrading your front-office starts with a full insight in inbound call traffic. In addition to our hosted multi channel communication solutions, MCXess provides online tools for real-time monitoring and management of your call traffic. With this tool you can get a full insight in many factors which impact your customer contact. Whether it is the number of inbound calls or the average length of the waiting queue, you can obtain this data with our online IVR reporting tool. Given that the data comes from the real-time environment it reflects the reality. Acting on the real time data presented and anticipating movements in your inbound call traffic immediately impacts your level of service and efficiency.

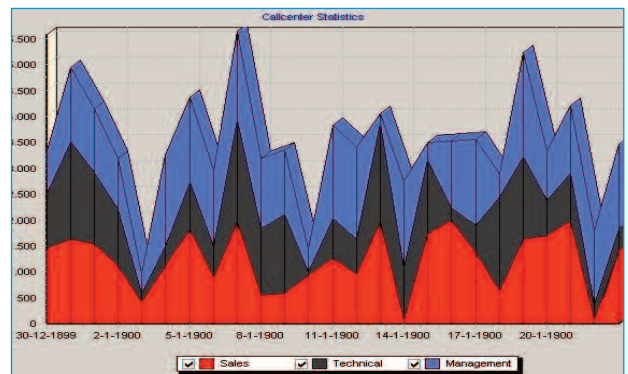
Full insight in agent performance

Insight in real-time statistics enables you to justify and manage changes and results. MCXess' reporting tool gives access to real-time statistics (raw data), ready to be analyzed. The IVR management tool enables call center managers to analyze their front-office and agent performance based on pre-defined key performance indicators (KPI).

The online management tool gives any manager full control of the contact center environment as well as optimal flexibility at any convenient moment. Easily accessible and user friendly due to the online accessibility with a personal login and password.

Utopia?

Opting for perfect Customer Service seems to be an utopia since any call center manager faces unanticipated factors throughout the day. Irregular peaks in call traffic, unanticipated



escalations or a fluctuation in the availability of agents all contribute to the necessity of having the ability to realtime manage and amend where needed. Offering optimal service is often not dependant on the number of agents working in a contact center. Most importantly it is about how your customers experience your service and communication and the efficiency of how your incoming calls are being routed to the right person or department, avoiding long waiting queues or losing calls. Naturally offering an efficient working environment to your employees when it comes to delivering service and communicating optimally with your customers is also key. Combining both factors along with having access to data results in the customer experience and service in its purest form.

MCXess' online IVR platform enhances the customer and agent experience. Intelligent and skills-based routing is an important capability of MCXess' online IVR platform which connects customers with the appropriate available agent for each interaction. Routing rules can be customized very easily, enabling various types of routing decisions. For example, you can route based on geography, profitability/value, agent skills and previous agent-customer interaction. Intelligent routing improves service levels and maximizes your agent resources. This significantly decreases waiting queues and dissatisfied customers.

Beyond Caller Satisfaction

Although customer contact becomes more important in an increasing matter, front-offices and management often face the challenge to optimize customer satisfaction in direct contrast with the challenge to reducing the costs per call. It is of vital importance to impress inbound callers with fast response times, consistent and complete responses and information and a correct follow-up by the back office. In order to meet these expectations management needs to be able to meet the company objectives as well customer expectations.