

2.RING

AGENT DESKTOP ..

Enhance the Productivity
of Your Agents

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A well-informed agent is a must for every well-run contact center. 2Ring AGENT DESKTOP, built on top of CTI OS Toolkit, automates business processes and even allows agents to work with existing applications and tools from a single window. In other words, 2Ring AGENT DESKTOP, through the delivery of many productivity enhancements, ensures that agents have all of the needed information at the right time.

Integration

Eliminate the need to switch among application windows when processing a call, and decrease both errors and time wasted on unnecessary agent actions. Benefit from the automatic opening of the customer's card when a call arrives and from the opening of the proper wrap-up form based on information collected in IVR. These are just examples of the benefits delivered through a deeper integration of contact center events and your information system.

Automation

Watch a variety of actions being triggered by contact center events (such as call arrival, call drop, agent state change, and more) with every action conditioned by a rule you set. Some of the actions available are 1) navigation of a web browser with passing URL parameters, 2) navigating and activating a specific tab in the embedded browser, 3) dialing a specific number (Click2Dial), 4) querying an MS SQL database and displaying the results to the agent, and 5) displaying a message with a specific text in a dialog/modal window. Automate your processes using 2Ring AgD and save important seconds of call time.

Flexible Display of Real-Time Statistics

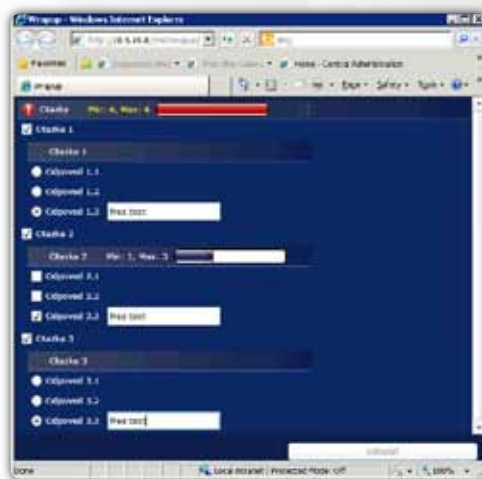
Configure the number of views as well as data sources used and thus provide agents with any standard or non-standard statistical data right at their desktops.

2 in 1

No need for supervisors to use a different application than agents, because 2Ring AgD also contains a highly configurable supervisor toolbar with powerful sorting and filtering mechanisms. Pay attention to what matters.

Advanced Wrap-Up System

Start collecting information from the caller as soon as the call starts and thus improve the quality of customer data collected. Do this using a sophisticated web application, 2Ring WRAP-UP FORMS built using the latest Microsoft Silverlight technology. And yes, this comes in the box with 2Ring AgD.



Display What's Necessary, Hide What's Useless

Work with information and tools that you need, and hide the rest. This is possible because controls of 2Ring AgD are logically grouped into panels which can be hidden and then shown again with one click.



Deploy and Administer with Ease

Share one XML configuration file among several instances of 2Ring AgD. Every time a configuration file changes, every instance of 2Ring AgD that shares this file automatically reflects the changes made. It has never been easier than that!

Have Your Say

Implement most integration scenarios using pure configuration changes with no need to code new functionalities. However, 2Ring AgD is a fully open and customizable solution, so let us know what matters to you. If not already in our road-map, we will make sure that it is implemented right away.

2Ring .. EMEA

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