



eQueue™ Chat

eQueue Chat enables assistance with online customers using real-time chat tools, giving your contact center another edge in customer service and satisfaction. eQueue Chat integrates seamlessly with the eQueue solution, offering multi-channel contact management from a single queue. Within eQueue Chat, all incoming chat requests are sorted according to chat topic, and then routed to the agent with the most appropriate skill set. Once the agent has received the message, they have the option to choose suggested text from the built-in knowledge base. Customers can receive the most precise answers available in the form of text, video, URLs and other attachments. All transactions are then archived for future report analysis and tracking.

Skills Based Routing

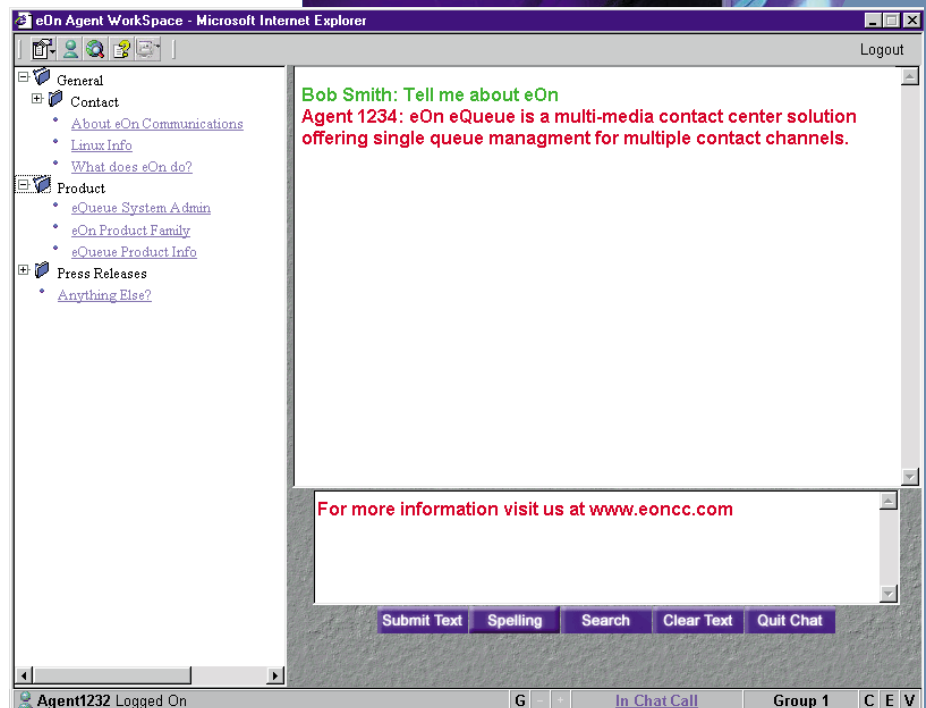
eQueue Chat works in conjunction with eQueue Routing to ensure that each customer is matched with the most qualified agent that can respond quickly and accurately. Because contact center agents are evaluated based upon predefined skill sets, proficiency with different media and availability, the chat request is matched with the optimum agent, regardless of location, throughout the enterprise. eQueue can deliver any chat to the right agent through eOn's single queue routing engine. Because chats are routed through the same engine as voice calls and e-mails, all communication media are managed with one management system and are presented to the agent in a single queue.

Dynamic Chat Routing

Dynamic routing proactively presents your customers with custom web pages to inform them when on-line chat services are unavailable due to holidays, hours of operation, etc.

Customers appreciate knowing that you value their time.

If your contact center has no available agents, is closed for a holiday or maintenance, etc., web pages and e-mail responses can be automatically sent to notify your customers that chat is not available at this time.



The eOn Agent WorkSpace™ makes it easy for agents to handle chat contacts from an intuitive, user-friendly interface.





Secured Multi-Domain Support

eQueue Chat supports multi-domain partitioning to address the needs of contact centers that offer service to multiple clients. For example, a contact center has the ability to offer chat sessions for specific clients with custom chat interfaces, a separate knowledge base for agents, separate routing rules and separate reports. Data integrity for each client serviced is maintained so agents can only log into, search and be active in the domain for which they have access.

Knowledge Base

The eQueue Chat server provides robust search engine capabilities allowing agents to quickly and accurately respond to FAQs. The knowledge base presents agents with the most likely information that a customer will want, including text, links to recommended sites, video/audio clips, visual presentations, and more, enabling agents to provide established answers in real-time.

Collaboration

Agents can “push” web pages, music/video clips and more to visitors that require more information than straight text can provide. By enabling agents to collaborate, you immediately capitalize on a visitor’s interest and potentially gain cross-selling opportunities, while keeping their attention and focus.

Instant Messaging

Agents and supervisors can quickly share information in real-time, and all all messages are archived for historical reporting. Instant messaging is available in three modes:

All Personnel – All agents and supervisors can send messages to each other.

Supervisor Initiated Only – Agents can only respond to supervisor initiated messages and supervisors can instant message.

Disabled

Spell Check

This feature allows agents to quickly and reliably check spelling before submitting text. The spell checker offers several suggestions for misspelled words so agents can quickly select the correct spelling. This speeds up response time and gives your customers a more professional image of your contact center.

Unified Contact History

All eQueue Chat sessions are archived and easily searched for future analysis. This enables agents to review previous correspondence and respond quickly and accurately to repeat customer issues by providing them with relevant information at their fingertips.

Key eQueue Chat Benefits

Flexibility and Customization – eQueue Chat can be configured to create virtually unlimited chat topics – each with its own design for agent login and customer chat sessions – that do not require extensive knowledge of HTML to create. eOn’s built-in custom interface empowers your employees to create the look and feel of chat requests and chat sessions.

Increased Efficiency – Agents are able to “push” content that gives standardized answers to repetitive questions, simplifying the process and ensuring expedient service.

Enhances Customer Relationships – Agents can maintain the “human touch” with customers during their visit to your Web site with real-time interaction during critical buying decisions.

e-Business Leader – The ability to manage chat services effectively gives your contact center the state-of-the-art technology necessary to become a leader in both e-business and customer service.



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