

29. Enghouse Contact Center Solution – EICC

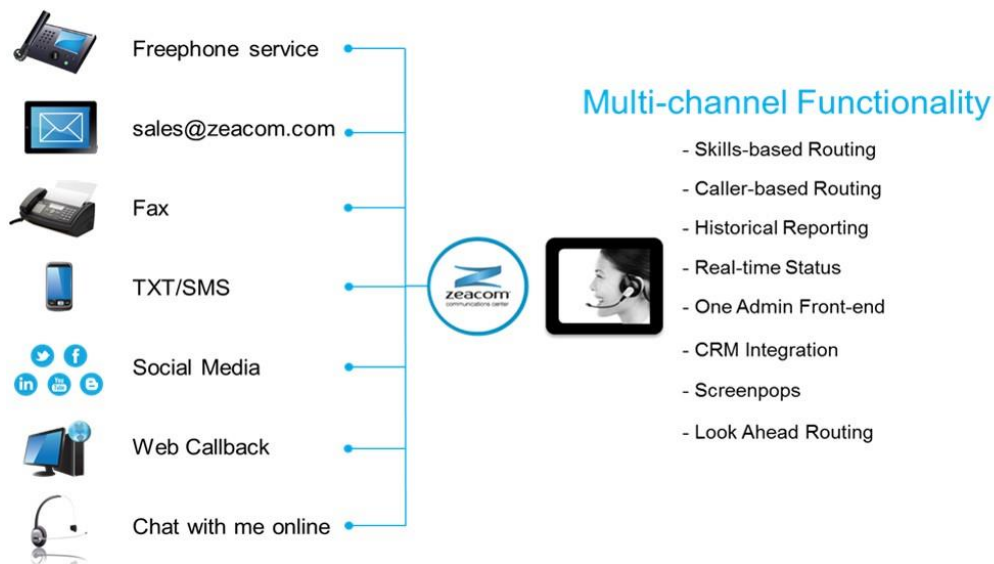
Enghouse Systems Limited 成立於 1984 年，是一家專精於軟體和服務的上市公司，總部位於加拿大。旗下的 Enghouse Interactive 負責開發並銷售各種客服問題的解決方案，這些方案用於強化客戶服務、增進效率並促進跨企業間的人員溝通。

EICC(Enghouse Interactive Communications Center)是一套強力的客服軟體，可支援 Microsoft SFB、Avaya、Cisco 及 NEC 的交換機系統，在各項領域的領導廠商多使用本產品，例如：台積電、紐西蘭航空、IBM、雀巢公司…等。

EICC 的各項功能採模組化，可針對所需採購配置即可，分為以下 10 個模組：

Skills Based Routing / Reporting / Admin	<ul style="list-style-type: none">• Skills-Based Routing Engine, 200+ customizable reports, auto-attendant, highly configurable GUI-based administration• Zeacom License – Contact Center Connector
Voice Agent / Supervisor Desktops	<ul style="list-style-type: none">• In/Outbound call control; ability to monitor real-time agent / contact center statistics and activity using a Desktop interface• Zeacom License – Voice Agent
Multimedia Interaction	<ul style="list-style-type: none">• Queuing and routing of any customer communications channel: Email, Web Callback, Web Chat, FAX, SMS, Social Media, or Activity• Zeacom Licenses – Choice of Single Media Agent or All Media Agent
Outbound Contact	<ul style="list-style-type: none">• Queuing and routing of outbound calls from lists/campaigns; agent-initiated or automated dialing ; options for scriptable dialing• Zeacom Licenses – Outdial Agent, Autodial
Real-time Statistics and Business Intelligence	<ul style="list-style-type: none">• Real-time, graphical statistics on static displays or mobile devices; customer satisfaction surveys; customized reporting and analytics, real-time feed from database• Zeacom Licenses – Real-Time Statistics, Survey, Custom Reporting
Callback / Voice Message Queuing	<ul style="list-style-type: none">• Ability for callers to hang-up and retain position in queue, with automated queuing of callback; options for voice mail• Zeacom License – Callback
IVR and Customer Self Service	<ul style="list-style-type: none">• Business rules driven call handling, voice-driven self-service, data-driven routing• Zeacom Licenses – IVR, Text to Speech, Speech Recognition
CEBP / Process Automation	<ul style="list-style-type: none">• Integration to other applications, workflow management, agent transaction optimization; screen-pops, CRM integration• Zeacom Licenses – CRM Integration, Integration SDKs
Call Recording, Quality Monitoring, WFM	<ul style="list-style-type: none">• Call recording, quality monitoring, record-on-demand, agent evaluation, workforce management integration• Zeacom Licenses – Record & Evaluate, WFM Integration, Call Recording Interface
Unified Communications	<ul style="list-style-type: none">• Presence of contact center & enterprise users, Desktop and Outlook apps, Mobile user, Voicemail, Fax, Operator Console• Zeacom Licenses – UC User, UC Mobile User, Conference User, UC Fax, Operator, Virtual Assistant

EICC 支援跨平台服務，不像傳統客服系統僅能處理客戶來電。在 EICC 的系統中，無論是簡訊、電子郵件、傳真、甚至社群網站的留言，都能快速進到客服人員的管理平台，進行快速及有效之處理與回應。



客服主管可隨時透過行動裝置掌握即時資訊，有助於了解以下情形：客服人員的動作、哪位人員需要協助、目前等候時間是否合理、... 等，必要時主管可直接接手服務客戶，快速解決問題。



- ◆ **Contact center metrics in real-time**
 - What are the agents doing?
 - Who is asking for help?
 - How busy are the queues?
 - How responsive is the contact center?
 - Are tickets (or orders, etc.) getting done?
- ◆ **Ability to take action in real-time**
 - Monitor and coach an agent
 - Change an agent's state or assignments
 - Change the mode of a queue
 - Force interactions down a path
- ◆ **Act as an agent, if needed**
 - Assign self to queues and take calls

本文內容及圖片來源:Enghouse 網站及業務推廣簡報

其他較詳盡說明歡迎與我們聯絡

<http://www.esi-asia.com.tw>

以上是本週介紹內容，希望您會喜歡！

下週預告：

BCMS Agent 客服系統介紹 2018.04.16



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