presence
technology

Presence Voice Inbound & Presence Intelligent Routing, the Perfect Combination for inbound Campaigns

Presence Voice Inbound is a call management solution platform that combines with Presence Intelligent Routing and provides a work scenario for Contact Centers based on flexible and powerful pre-routing and distribution rules to agents.

Presence Voice Inbound integrates with Presence Outbound allowing to blend between inbound and outbound calls. In addition, it provides historical and custom reporting of client interactions through phone, and automatically identifies each client through his telephone number.

Presence Inbound allows CTI integration automating tasks that agents should do manually. Its features allow grouping in the same application, the most common tasks in call management and introducing the contact information quickly.

Presence Intelligent Routing has a graphic and intuitive designer to create advanced strategies for managing and routing interactions in a block diagram format. Presence Intelligent routing allows to design and easily maintain strategies that identify each interaction context and decides on the call activities flow according to dynamic evaluation of conditions such as:

- Customer value, based on collected data from an interactive menu or through external information systems that collect data about the current client situation.
- Agent status, service level, and estimated waiting time at each moment of the day.

Presence Inbound, in combination with the rest of the Presence Suite modules provides agents with the necessary tools for an optimal contact management in the best possible time, increasing the resolution rates in the first call and guaranteeing a good service and an excellent customer experience.

ADVANTAGES	FEATURES
Extends the offer of various services according to the customer´s situation and his phone support needs.	Presence Intelligent Routing module enables the creation and maintenance of powerful routing and priorization strategies for treatment and call distribution with decisions based on data context. Specialises in value and the client situation with the company. Presence IR includes a great variety of predefined connectors to access information systems and existing CRM data bases to recover the most up to date business information that has to be considered to establish a personalized treatment of each call.
Optimized time management and associated costs of each call without damaging the service quality.	Presence Web Scripting allows the system to show the agent messages and dynamic arguments based on the client answers, as well as mandatory information fields. Also, Presence Web Scripting provides business information of the client context recovered in real time from the CRM, reducing the time of each call.
It decreases the percentage of abandoned calls and increases the use of available lines and agents time.	Presence Inbound enables you to inform the clients about the expected waiting time if the call is on queue and offer the possibility of an agent to call back at another time.
It reduces the training time of the agents, minimizing the costs until they become productive.	Presence Web Agent is focused in delivering ergonomics and usability decreasing the learning curve.
It allows the immediate collaboration with another department or resource and increases first contact resolution rate.	Presence Web Agent integrates the options of transferring with a question or conference, including the agendas of most frequent contacts and directories of other agent groups. Agents in Presence Inbound services can verify their status, see if they are busy in that moment and decide the convenience of involving him in the call. Also, agent work space with client context transfer is possible in a call between inbound agents.
It facilitates continuity and follow up management of each consumer's problems until their resolution.	In the case that the agent doesn't have the resources to solve the clients problems, Presence Web Agent allows the agent to program a later follow up call and recover the client's context in each interaction. In addition, they can enable an option so agents can manage an initial interaction with a client and get set up as the preferred agent for that contact.