



A C Q U E O N™

iAssist

A suite of packaged
IVR applications built for
customer convenience and
contact center efficiency



Delivering Solutions for Demanding Customer Interaction Scenarios

Today's customer lives a fast-paced lifestyle that doesn't always allow for time spent on hold with the contact center.

Presenting **iAssist**, an IVR solution with multimedia options built to align with customer expectations and availability while alleviating the pressure of peak times in the contact center.

iAssist offers number of response options at the convenience of customers where they can choose the day, time and mode by which they'd like to be reached and an agent will get back to them accordingly. The result – satisfied customers, improved experiences, and better relationships.



USE CASE

iAssist Multimedia Callback Manager

Common Scenario

A customer contacts a firm, hoping to get a quick answer to a question. He is put into the queue and waits for over 20 minutes as all agents are tied up with other incoming calls. Eventually, he hangs up in frustration.



With iAssist

When the customer reaches the firm, he is notified of the expected wait time to speak to an agent. The customer can choose to wait in the queue, or be reached when an agent becomes available. If latter is chosen, the customer defines the mode of contact, feasible time and date that works.



Callback Manager

- Choose between different callback options for different customer segments
- Maintain real time queue positions
- Configure low volume slots in a day and distribute the call traffic
- Register callback for customer calling number (CLI /ANI) or a different number as entered by the customer
- Enable customer websites for callback
- Dynamically design and define workflows for different business units
- Customize call flows for capturing call back requests
- Option to retain screen pop information available in the UUI field during callback
- Gather extensive canned reports
- Capture customer's unique ID, Record customer name and message
- Filter previously registered callbacks based on CLI / ANI or customers unique ID and offer to retain earlier callback or re-register a new callback
- Distinguish call priority based on customer type
- Capture agents before calling a customer and playback collected callback details
- Call Progress Analysis (CPA) - detect outcomes such as busy, no answer, etc., and automatically reschedule callbacks by setting a threshold for retries
- Accept business outcomes from agents to close or reschedule callbacks
- Configure business hours, holidays and time slots for call back
- Assemble real-time console reports and historical reports in both tabular and graphical format
- Leverage native built in CTI capabilities of the core platform for call tagging and conferencing, resulting in lesser port utilization and dependency on third party CTI license



Global Features

- Common administrations and reporting for all applications
- Single login with Active Directory Integration
- Role management
- Multi-tenant and Multi-site support
- User management
- Business group management - DNIS configuration
- Support for TTS and speech-based applications



Reports

- Historical reports uses Crystal report templates and can be exported to excel or PDF
- Historical reports available in both tabular and graphical format

iAssist



ABOUT ACQUEON

Founded in 2005, Acqueon specializes in developing and implementing award winning products and solutions for enhanced Customer Interaction Management catering to customers across 17 countries.

Empowering organizations of all sizes towards orchestrating bidirectional omnichannel engagement to create distinctive customer experiences, Acqueon has been ahead of the curve in aiding higher satisfaction levels and driving positive business outcomes.

Reach out to our sales team to discover how we can help your organization orchestrate people, processes and touch points to deliver remarkable customer experiences.

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