

Unified Agent Desktop

Many of today's contact centres use multiple, complicated systems which agents struggle to navigate, let alone focus on what's most important – the customer.

This leads to low customer satisfaction, unnecessary costs and decreased profits. Infinity's solution provides agents with the information that they need, when they need it, so they are better equipped to service the customer.



Features

- ✓ Simple, unified interface with access to all business systems
- ✓ Customer engagement channels
- ✓ Customer Analytics
- ✓ Visual display of data
- ✓ CRM integration

Benefits of Infinity's Unified Agent Desktop

- Reduces call lengths and agent training
- Removes the need to navigate disparate systems
- Empowers agents to deliver great customer experiences using a single interface
- Rapid-to-deploy
- No need to replace existing data or processes
- Creates a 'Single Customer View'



Single Customer View

By leveraging your existing data and systems in a single agent desktop, Infinity provides your agents with a single view of the customer and provides all the tools that they need to service the customer within a single application.

About Infinity

Infinity's technology and services unlock your ability to win customers, retain them and maximise their satisfaction by empowering you to deliver exceptional customer experiences, across multiple channels, with ultimate efficiency.

Infinity has more than 20 years' experience working with contact centres in several different industries, and our solutions are deployed across more than 12,000 users in 13 countries.



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The benefits of having a single source of data – and not having to look for it in several different places – was immediately apparent.

David Pattman
Customer Solutions Director
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Benefits

- Seamlessly manage interactions that cross multiple channels
- Instantly direct customer enquiries to the right person or team
- Personalise upsell, cross-sell and renewals offers to meet a customer's needs and circumstances
- Maintain information security
- Collect important information which will help sales and marketing when targeting customers
- The result is simple – faster, more accurate interactions that can easily take place over any channel, system or process that is required for the agent to get the job done.