CoreNexa™ Contact Center

Contact Center Features

The evolution of customer engagement.

- Improve customer interactions through automated data collection
- Engage customers via voice calls, live chat, SMS, and email
- Intelligently deploy resources through skill-based routing
- Provide agents with vital customer data, at a glance
- Seamlessly integrate with CRM systems and databases

Agent Client

- Call Controls (Answer, End, Hold, Transfer, Conference)
- Agent Controls (Login, Logout, Ready, Wrap Up)
- Disposition Codes (with Multiple Levels)
- Unavailable (DND) Codes
- Online Directories (with Custom Widget)
- Supervisor Escalation
- Call History
- Call Recording Controls
- Custom Scripting (DNIS & Queue)
- Screen Survey Tools
- Custom Screen Layout
- Outgoing Calling Line ID Selection (with Dialer)

Supervisor Client

- Silent Monitoring (Listen)
- Whisper Coaching
- Barge-in
- Intercept / Answer Inbound Calls
- View / Change Agent Status
- Real-time Queue Monitoring / Management
- Enable Alternate Routing
- Historical Reports
- Real-time Reports
- Call Center Dashboard

Reporting

- Dashboard
- Real-time Reports - Queue
- Real-time Reports - Agents
- Historical Reports - Queue
- Historical Reports - Agents
- Flexible & Configurable Report Scheduling and Subscriptions
- Ad-hoc Report Creation (SSRS)
- Customizable Reporting (SSRS)
- Third-party Data in Reporting (Additional Professional Services required)

Call Recording

- Voice Recording
- Call Scoring (with Question Builder)
- Call Tagging, Search and Playback
- PCI Redaction (Using Agent Controls)
- Download / Forward Recordings
- Speech Analytics / Transcription (3rd Party)

Auto Attendant

- Single Level with IVR
- Multiple Levels (Nested Menus)
- Custom IVR with Data Dips (Additional Professional Services required)

Global Settings

- Custom Disposition Codes
- Custom Unavailable (DND) Code
- Agent Thresholds / Notifications
- Agent Default Settings

Per Call Center / ACD Settings

- Call Center Priority
- Agent Control Settings
- Agent Profiles
- Default Agent Settings
- Queue Size

Announcements, Greetings

- MOH
- Entrance Message
- Comfort Message
- Alternate Comfort Message (Short Wait Time)
- Service Announcements
- Estimated Wait Time
- Call Whisper Message

Call Distribution Policies

- Ordered
- Uniform Distribution
- Simultaneous
- Weighted
- Call Selection (LWT, Highest Priority)

Call Routing Policies

- Bounced Call Routing
- Overflow Call Routing
- Stranded Call Routing
- Skill-based Routing (Single-skill)
- Skill based Routing (Multi-skill)
- Skill Profiles

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(Per Call Center / ACD Settings Cont'd)

Alternate Routing Policies

- Night Service
- Holiday Service
- Forced Forwarding
- Multi-team Routing and Distribution
- Multi-site Routing and Distribution
- Routing Across Third-Party Contact Centers
- Queue Threshold / Notification
- Analytics-driven Routing (additional Professional Services required)

DNIS

- DNIS Prioritization
- Promote Due to Wait Time
- DNIS Outbound Calling Name / Number
- Custom DNIS Announcements

Omni-channel – CC Complete Seat

- Chat Interaction
- Email Interaction
- SMS Interaction
- Fax Interaction
- Social Interaction

Data Integration
(additional Professional Services required)

- CRM
- ERP
- Dialer
- Outbound Campaigns
- IVR

Workforce Management
(Future Release)

- Agent Scheduling
- Adherence Tracking and Reporting
- Forecasting
- Agent Performance Reporting
- PTO Management

Call Flow Builder

- Scripting Actions (DNIS-based)
- API Integration (SQL, SOAP, HTTPS, REST, etc.)
- Queue Integration

Auto-Dialer

- Preview Dialing – Push and Pull
- Power Dialing with Throttle
- Voice Broadcast (Pre-recorded Message)
- SMS-Text & Email Broadcast
- Campaign Address Widget
- Schedules and Dialing Window (by Time Zone)
- Group List and Group Broadcast
- Automatic Disposition
- Zero Out to Queue, Extension, DID
- Automated Call List and Import Mapping
- File Upload Capability
- API Integration (additional Professional Services required)

IVR

- Voice, SMS & Email
- Appointment Reminders
- Surveys
- Auto Bill Pay
- Collection Calls
- Community Announcements
- File Upload Capability
- API Integration (additional Prof. Services required)

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