



## Agent Portal



### ➤ Datasheet

## Transform Contact Center Operations through Increased Agent Productivity

Customer-facing organizations continue to seek out solutions to cost-effectively improve their contact center operations and the customer experience. A new breed of agent productivity tools are now available to help these cost-conscious businesses transform their contact center operations by increasing the productivity of their contact center agents.

Historically, businesses have suffered through lengthy integrations and costly hardware and software upgrades. SoundBite has ushered in a new phase in contact center solutions that are VoIP based, hosted, and simply require a telephone and internet connection. Enter Agent Portal.

Agent Portal is the latest feature in a suite of agent productivity tools recently made available on the SoundBite Engage platform. While Agent Portal addresses the needs of collection agencies and the collection departments of enterprise organizations, it was designed to provide agents with real-time account information that may be critical for many types of customer interactions.

It reduces hold time and increases agent productivity by delivering a screen pop on the agent desk top with the contact's account information. The benefits of Agent Portal will appeal to any organization that wants to cost-effectively improve contact center operations and customer experience.

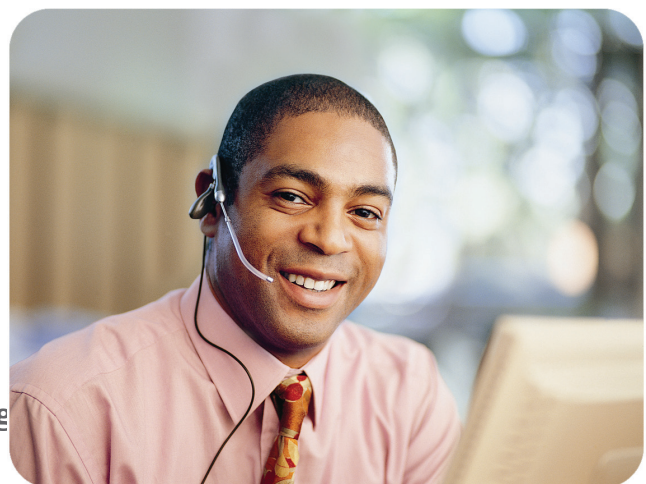
Agent Portal is the agent interface to the SoundBite platform. Individual agents log into the SoundBite web-interface and indicate their current availability, schedule breaks and log out at the end of the day.

When a call is sent to the agent a screen pop simultaneously

appears on the agent desktop providing real-time account information such as name and account number, contact information, hold time, call duration and other unique data based on the type of application. For example, a collection application may include additional fields for amount past due, minimum balance due, or last payment date.

Agent Portal complements SoundBite's Hold Queue and FastConnect features which can eliminate the ring time and hold time associated with dialing an agent, resulting in increased agent productivity, more right-party conversations, and a positive customer experience. When an agent finishes their current call, they click the "Call Complete" button on the Agent Portal screen. If there is an available call on the SoundBite Hold Queue, they will immediately be offered that call without having to hang up their phone.

The Agent Portal capability also strengthens SoundBite's Contact Center Control Panel by providing contact center managers with greater visibility into campaign activity and individual agent performance. Managers can register and schedule agents and also view the status of individual agents, including real-time information on the current contact if the agent is busy.



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By allowing agents to log in to the application and signal their availability, SoundBite is able to accurately pace calling to meet current resources, regardless of the expected staffing schedule. In addition, agents can suspend SoundBite calling to their number when they need to take an inbound call from another source or need to leave their station for a break or other reason.

### Desktop Window

A “screen pop” allows transfers to agents without need for an audible “whisper” of account information, greatly decreasing hold times and abandons. The information includes the call recipient’s name, account number, other phone numbers and customized data, which may vary by campaign. Agents can see how long the caller was on hold before they reached the agent. The agent can also see which Campaign and Sub-Campaign they are working on, and how long the agent has been idle or talking.

### Scheduling

The contact center manager can add agents individually using the SoundBite User Interface or load a larger list of agents via the web services interface. Only the contact center manager has the permissions to create skill groups, assign agents to skill groups and to add agents to schedule groups. Calls will not be sent to an agent until they have logged into Agent Portal, even if their schedule has begun for the day.

Reports. The Agent Summary report shows key figures and performance indicators for each agent, such as number of Direct Connects, average hold time, average talk time and average idle time. The Agent Detail Report is a log of each call the Agent took, the result of the attempt to connect to the agent, call lengths and idle time prior to the call. The Agent Detail Report also logs events, such as when an agent is added to a Campaign or goes on break.

### System Requirements

- Agents must have a computer with Internet access.
- Agents must be using Internet Explorer (6.0 or better) or Mozilla Firefox (2.0 or better).
- SoundBite Agent Portal relies on an AJAX browser to refresh the presented data frequently.
- Client must enable HTTP/HTTPS access to the SoundBite.com domain from all agent workstations.
- Clients must support either direct-inbound dial to access agents or have a phone number with a unique extension for each agent. This agent access pathway must not roll to an alternate agent or to voicemail.

### About SoundBite Communications

As a leading provider of on-demand, multi-channel proactive customer communications solutions, SoundBite transforms the way organizations communicate throughout the customer lifecycle to build trusted, lifelong, and profitable relationships. Visit [SoundBite.com](http://SoundBite.com) for more information.

