



➔ SoundBite CTI Connect

Balance Contact Center Efficiency with Great Customer Experiences

SoundBite CTI Connect bridges an organization’s contact center infrastructure to the SoundBite Engage™ Platform enabling a high-quality customer service experience while reducing operational costs.

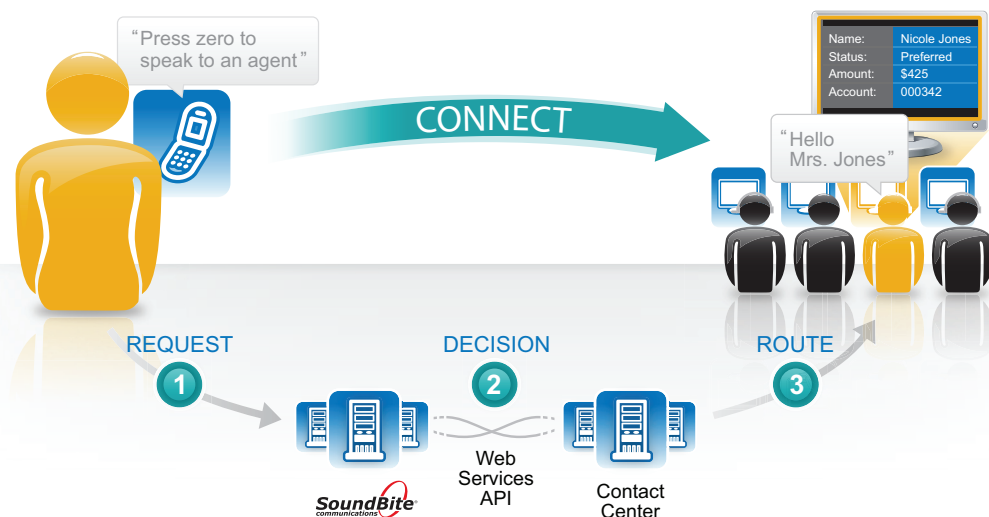


Your customers have come to expect superior customer service with every interaction. Providing your customers with fast and efficient service is a key driver of customer satisfaction and is critical to delivering a positive customer experience. With organizations under constant pressure to reduce costs while increasing customer service, the need for a comprehensive customer care solution is a business imperative.

The SoundBite CTI Connect solution integrates an organization’s existing contact center technology with the SoundBite platform to deliver a quality customer service interaction. Through valuable Computer Telephony Integration (CTI) functionality, contact centers can effectively match caller needs to agent resources. Large contact centers rely on CTI to reduce the cost to process calls, provide more efficient call handling, and enable a differentiated customer service experience. SoundBite CTI Connect makes it possible for developers to easily integrate CTI functions such as screen pops, intelligent call routing, and dynamic call pacing into their SoundBite proactive customer communications solutions.

SoundBite CTI Connect Solutions

SoundBite provides multiple options to best fit the technology needs and environment of the contact center including pre-route, post-route, and VoiceXML integrations. In addition to the web-based CTI Connect API, SoundBite offers a variety of ready-built software plug-ins and professional services to speed the integration between SoundBite and leading telephony and IVR systems such as Avaya, Cisco ICM, and Genesys.



SoundBite CTI Connect Addresses Critical Business Needs of Contact Centers

Reduce Caller Hold Time

Feature

Warm Transfer

Sends customer account information instantaneously to agent's screen.

Benefit

Shorten Call Times and Reduce Customer Frustrations

- Fewer customer hang ups while waiting on hold
- Cost-saving results with a reduced average handling time

Increase First-Call Resolution Rates

Feature

Intelligent Call Routing

Collects caller input and calling information to determine the best available agent to assist.

Benefit

Eliminate Customer Call Backs

- Deliver the right call to the right agents or self-service applications faster
- Do away with unnecessary and costly transfers

Improve Agent Utilization

Feature

Dynamic Call Pacing

Periodically requests relevant agent statistics from the defined contact center agent skill groups and adjusts the outbound call volume based on up-to-the-minute contact center activity.

Benefit

Match Caller Needs to Agent Resources

- Customers will be contacted only if agent resources are available
- Enables contact centers to meet their service level targets

Deliver Positive Customer Experience

Feature

Screen Pop

Customer account and call data is sent directly to the agent's desktop application at the time of the customer call.

Benefit

Empower Agents and Shorten Wait Time

- Agents are prepared with key caller information at call arrival
- Reduce customer frustration due to repeat information

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 for more information.