MiContact Center Live

The single, integrated agent desktop for multichannel customer service

Today, customers demand a lot from companies and have high expectations when it comes to delivering a great experience. It is up to contact center agents to help quickly resolve issues, whether that interaction in over the phone, via email, through web chat or social engagements.

Customer Benefits

- Interact with customers through the channel of their choice
- Quickly access complete customer history in a single location
- Quick deployment and easy integration
- Lower upfront capital investment
- Flexible platform to meet changing business requirements

But for many contact centers, handling customer interactions across multiple channels isn't that easy. Older call center technology platforms may not provide multi-channel or social capabilities beyond voice, or they may require separate, add-on applications, or it could involve complicated third-party integrations.

MiContact Center Live, provides an integrated agent desktop that will transform your agent experience and give you a simple way to add multi-channel and social capabilities to your cloud contact center.

Easy to use and respond across multiple channels

Your agents will have the ability to respond to customers in any channel of their choice – or pivot seamlessly from one to another as needed to improve the customer experience. Whether it's a phone call, email, chat session, SMS, Facebook post or Tweet, the message and phone panels in MiContact Center Live are integrated within a single window, making it easy-to-use and faster to respond without having to switch applications.

Gather customer information, front and center

Within a single window and with minimal clutter, MiContact Center Live puts the customer record front and center, with the most critical and recent information in clear view. With all of the customer's interaction history across every channel in one place, the agent can easily drill down for more details.

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Built for speed and accuracy

With MiContact Center Live, your agents spend less time and need fewer clicks to complete the most common functions. Plus, agents can take advantage of predefined templates to ensure consistent quality, and ultimately deliver 360 degrees of customer satisfaction.

MiContact Center Live is the customer service agent desktop that provides a 360° customer contact capability with voice, chat, email, SMS, Facebook and Twitter integration.

MICONTACT CENTER LIVE VOICE

INBOUND CALLING:

Have complete control over call routing and ensure each call is managed in a way that provides the best customer interaction and experience. You can route calls to any agent, regardless of his or her location or telephony transport method (PSTN or VoIP).

OUTBOUND DIALING:

Leverage on-demand outbound functionality to rapidly configure and deploy outbound telemarketing, surveys, telesales or fundraising campaigns.

INTERACTIVE VOICE RESPONSE (IVR):

Deploy self-service, customer segmentation, or pre/post-routing applications in a personalized, user-friendly manner. Options are available to support speech-enabled applications, touch-tone call routing and call surveys.

CTI/CRM INTEGRATION:

Easily integrate with third-party desktops and telephony infrastructure. For agents working in the leading CRM platforms, the CTI Adapter provides virtually identical functionality. And for agents working in proprietary environments, the Desktop API lets you build custom CTI applications to fit your needs.

- Enhanced visual work queue dashboard.
- 360° customer view is "front and center" with important details and notes.
- Complete customer interaction history in one place.
- Searchable customer and interaction database.
- 360° integrated multichannel response.
- Tab and panel design maximizes desktop space.
- Integrated message panel and phone panel for seamless response.

WEB CHAT & EMAIL

WEB CHAT:

Use the chat API to build proactive chat into your website and engage immediately with your customers. This reduces call volume, gives customers more immediate help and improves satisfaction and conversion rates.

EMAIL:

Easily increase email efficiency with easy set-up, control over email creation, intelligent inbound email management and integrated reporting.

SOCIAL MEDIA INTEGRATION

TWITTER & FACEBOOK:

Listen, analyze and respond quickly to customers in social channels – or "pivot" the conversations to more private channels, such as voice and email when appropriate.

SMS:

Engage with mobile consumers and quickly handle inbound SMS requests, or send outbound SMS reminders to save time and costs.

CLEAN, SIMPLE, MODERN WEB INTERFACE

Inspired by modern web design and consumer-driven applications, the fresh look of MiContact Center Live is designed especially for today's multichannel contact center agent. The contemporary look-and-feel, color palettes and typography make it a joy to work on, and everything is presented within a single window and with minimal clutter, using tabs and panels that can slide away or be pinned up by the agent as needed.

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