

THE LEADING INTEGRATED CUSTOMER INTERACTION MANAGEMENT SOLUTION FOR BUSINESSES



# kiamo

A CONECTEO SOFTWARE

Kiamo, the leading integrated Customer Interaction Management solution, allows you to **MANAGE, MEASURE and IMPROVE** the quality of your customer service department.

**Kiamo** supports a wide range of core functions, from the most basic to the most advanced, to help manage inbound and outbound interactions (email, telephone calls, fax messages, web call-back requests, regular mail) between your company and your customers.

## 4 GOOD REASONS TO CHOOSE KIAMO

CONECTEO   
customer interaction solutions

### INTUITIVE

The unique ergonomic features of the software allow users to work independently, no matter what their role – customer advisers, supervisors and administrators can all learn to use the system very quickly.

### OPEN

Integrate perfectly with your existing hardware environments (both IT and telephone systems), without the need to change your infrastructure. Communicate with your business applications.

### RICH FUNCTIONALITY

The solution is fully integrated, supporting all the operations needed to manage inbound and outbound interactions, as well as back-office activities.

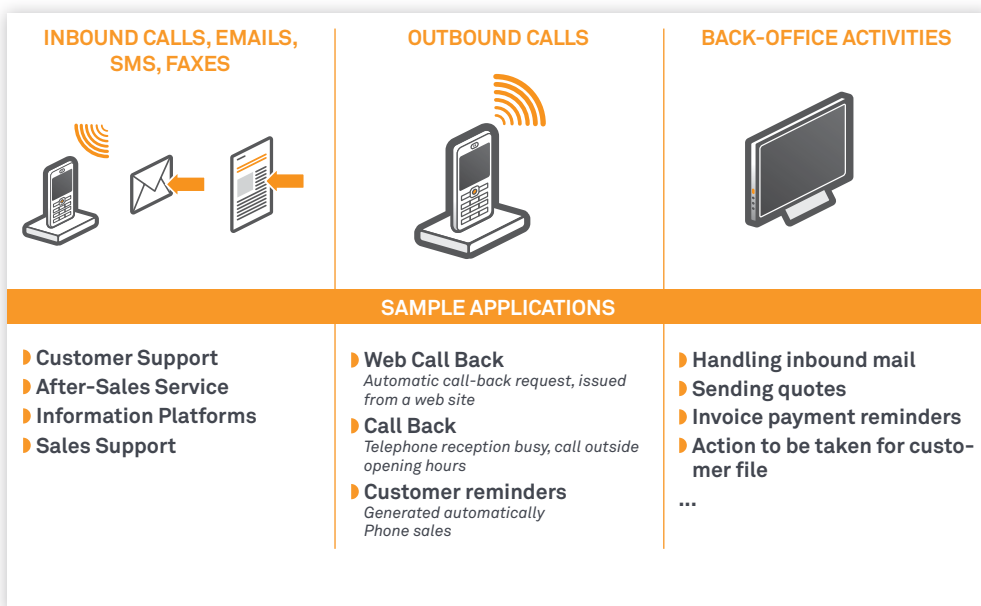
### REDUCED OPERATING COSTS

The solution automatically distributes emails, telephone calls, fax messages, web call-back requests and regular mail according to their priority to optimize your customer advisers' workflow.

## KEY FEATURES

### INBOUND AND OUTBOUND INTERACTION PROCESSING

Do you want to improve your entire Customer Relationship Management process, or simply address a specific requirement (inbound email processing, management of telephone call-backs, etc.)? **Kiamo is the integrated solution that meets your needs.**



### INTELLIGENT DISTRIBUTION OF TASKS TO YOUR CUSTOMER ADVISERS

To optimize the workload of your customer advisers and keep customers' waiting time to a minimum, Kiamo allows you to assign priorities to all activities, including: inbound calls, outbound calls, call-back requests registered by the IVR, payment reminders, sending quotes, inbound email responses, outbound emails, etc.

*As soon as an interaction enters in the system, it is distributed to the appropriate available agent according to its level of priority.*



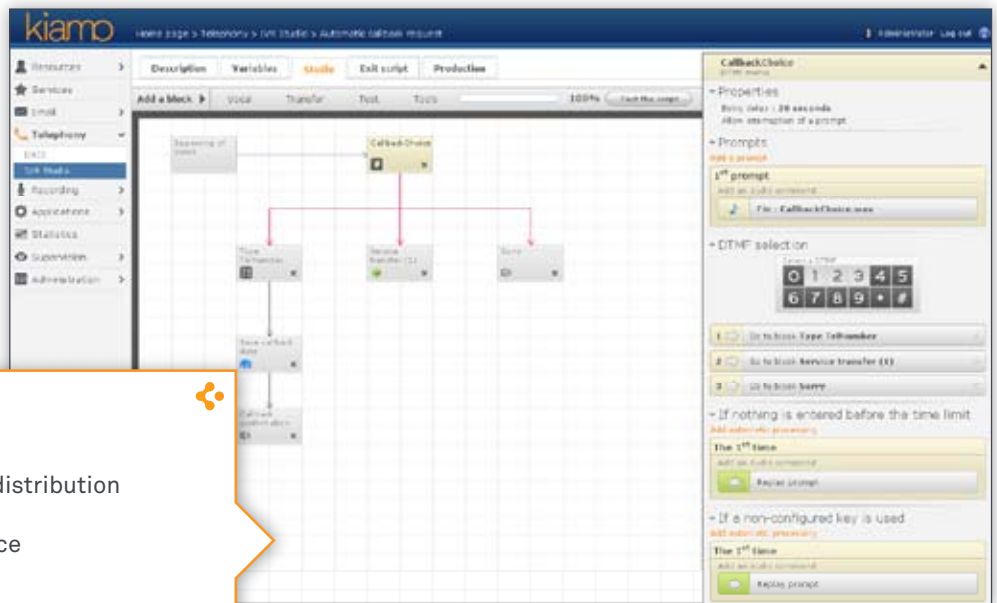
#### CASE STUDY

Rather than assign 30 agents to answer inbound calls, 10 to respond to email correspondence and 15 to oversee back-office activities, you can use your entire staff of 55 agents to handle all these activities (inbound calls, email, back-office tasks) according to their priority. This optimizes the workload of your customer service agents, allows them to work on a variety of tasks, and ensures that important actions are given priority.

## INTERACTIVE VOICE RESPONSE

**IVR Studio**, a key feature of the Kiamo solution, is a graphical tool that is equally accessible to experienced developers and users with no IT expertise.

*Develop basic or advanced voice scenario scripts on your own.*



### SAMPLE APPLICATIONS

#### INBOUND IVR

- ▶ Call qualification before distribution
- ▶ Customer identification
- ▶ Voice-operated self service

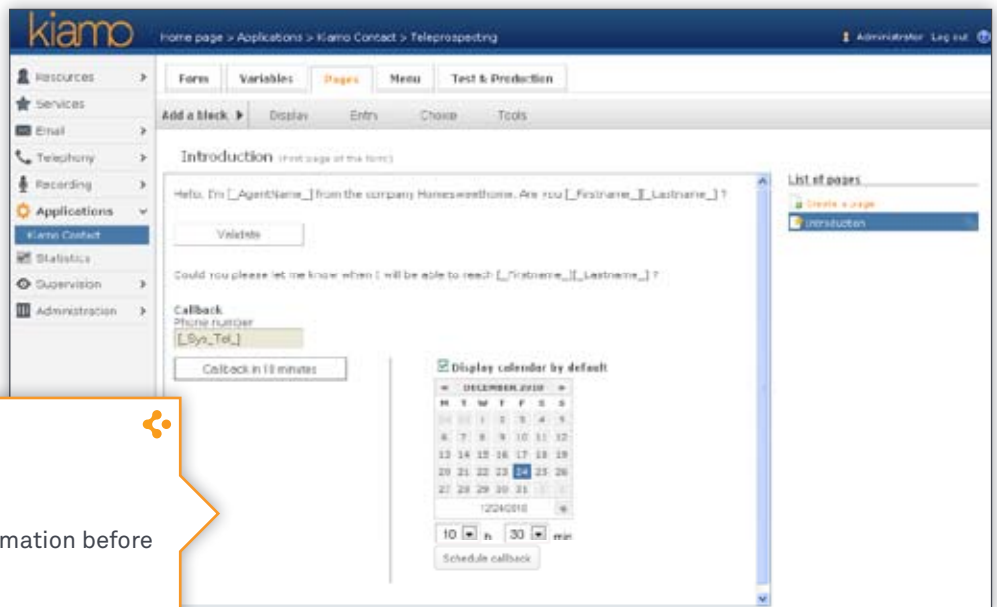
#### OUTBOUND IVR

- ▶ Warning management
- ▶ Activation of an emergency plan
- ▶ Voice inquiries
- ▶ Automatic registration of call-back requests, allowing the caller to enter his phone number and time of expected callback

## SCRIPTING TOOL

With its wide range of configuration options, **Kiamo Contact** allows users to create web pages to optimize customer advisers' workflows.

*Easy to configure, KiamoContact requires no knowledge of web programming languages.*

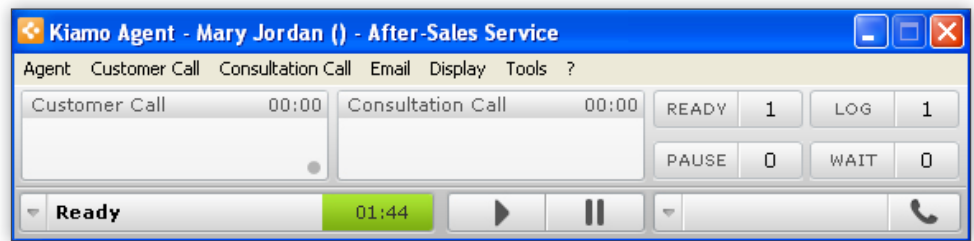


### SAMPLE APPLICATIONS

- ▶ Dialogue assistance: Agent Scripting
- ▶ Preview of customer information before call-back: Outbound call campaigns
- ▶ Call qualification: Provide customer data to an agent so that it can be updated, or route the contact to the correct department
- ▶ Information collection Database enrichment

## MANAGING CUSTOMER ADVISERS

The Kiamo Agent Desktop, which comes standard with the Kiamo solution, is available on each agent's workstation. It allows the agents to be identified, indicate their status (ready, talk-time, on break, etc.) and to easily trigger in-call actions, such as transfer, hold, recording, consultation and agent call. The native integration between Kiamo and your CRM system allows customer data to be displayed on the agent's workstation as soon as the call is presented.



*Advanced graphical interface, real-time information on queued calls, to allow agents to make appropriate decisions.*

## REAL-TIME SUPERVISION

Kiamo provides supervisors with a studio to create their own agent performance views, select indicators and alarms to obtain detailed statistics on the agents and services they supervise, and edit an agents' settings (work status, expertise, etc.) or even set up a discrete agent listening or record an exchange.

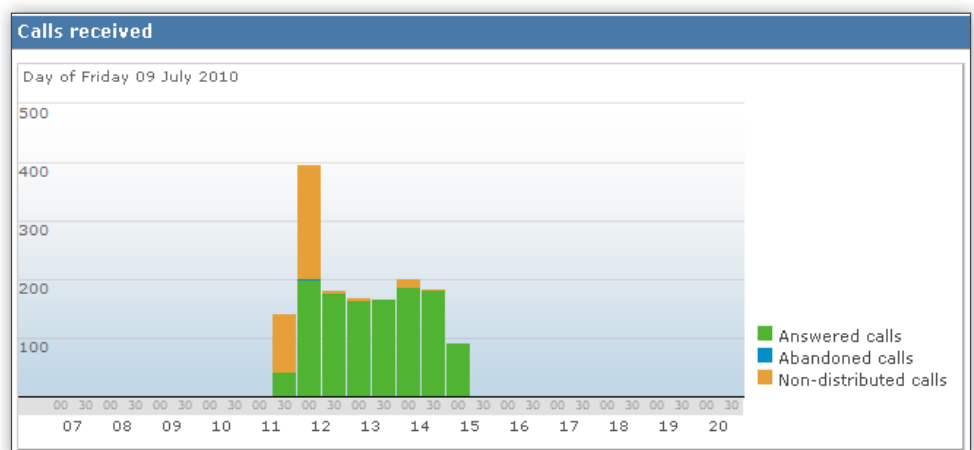
*Efficient real-time supervision interface without draining network resources.*



## STATISTICAL REPORTS

Kiamo comes with numerous detailed pre-defined statistical reports on agents, agent groups, services and teams.

*Data export to Excel format. Configured to export data for a defined period (day, week or month, or from day to day).*



## DETAILED FUNCTIONALITY

**ADMINISTRATION****CUSTOMER ADVISERS MANAGEMENT**

- ▶ Agents identified by login
- ▶ Configuration of status identifications
- ▶ Creation of specific status for work or breaks
- ▶ Real-time data display
- ▶ CTI is integrated into the Agent Desktop (customer information screen pop-up, no additional development required)
- ▶ Native management for agents who telecommute

**FULL WEB-BASED INTERFACE**

- ▶ Web-based administration and supervision interface
- ▶ Does not require additional software to be installed
- ▶ User-friendly and intuitive
- ▶ Centralised administration

**USER ADMINISTRATION**

- ▶ Users access the web interface with a login and password
- ▶ Visible pages can be configured for each user: administration, supervision, statistics, recordings, etc.
- ▶ Multilingual interface

**VOICE INTERACTION MANAGEMENT****INBOUND CALL MANAGEMENT**

- ▶ Call management by Service
- ▶ Calls routed according to number dialled
- ▶ Intelligent call distribution to the most appropriate available consultant
- ▶ Configuration of greeting, waiting queue and hold messages
- ▶ Schedule management
- ▶ Configuration of maximum queue delay
- ▶ Management of unanswered calls (call forwarding, transfer, dissuasion, etc.)
- ▶ Prioritised service queue management

**OUTBOUND CAMPAIGN MANAGEMENT**

- ▶ Automatic dialling system
- ▶ Import files into Excel format (.xls)
- ▶ Automatic configuration of delay time in case of busy response or no response
- ▶ Threshold call blending setting for based on the number of agents, to allow agents to handle inbound and outbound campaigns simultaneously

**IVR CAMPAIGN MANAGEMENT**

- ▶ Automatic dialling for call distribution into IVR
- ▶ Voice messaging (automatic announcements)
- ▶ Import customer data into Excel format (.xls)
- ▶ Automatic voice response to busy and unanswered calls

**INTERACTIVE VOICE RESPONSE (VOICE XML)**

- ▶ Visual studio for creating basic and advanced scripts
- ▶ No installation required on user workstations (native web application)
- ▶ Accessible to users who do not have Voice XML expertise
- ▶ Advanced voice scripting with:
  - Play voice files
  - Record messages
  - Log information such as customer code, telephone number and date
  - Menu options
  - Date and number announcements
  - Retrieval of real-time information from ACD
  - Call forwarding to ACD
  - Queue overload testing
  - Agent availability testing
  - Geographical number management
- ▶ Simplified integration of customer data (development of web pages using PHP or ASP)

**DISCRETE AGENT LISTENING**

- ▶ Listen silently to an agent on a call
- ▶ Does not require installation of additional software
- ▶ Can be set up remotely via a telephone call (using a secret identification code)

**CONVERSATION RECORDING**

- ▶ Recording of conversations dependent on the target – adviser, group, service
- ▶ Systematic recording or recording on demand (by the adviser or supervisor)
- ▶ Search and play recordings by date, customer telephone number, adviser, etc.
- ▶ Monitor recordings by telephone. Does not require additional hardware or software on the supervisor's workstation
- ▶ The sound files (wav format) cannot be accessed directly, to guarantee the confidentiality of the conversation content
- ▶ Configuration of recording retention periods

**REAL-TIME SUPERVISION**

- ▶ Real-time supervision interface using the web browser
- ▶ Full configuration of supervisor views (multiple tabs)
- ▶ Alarm configuration: 2 threshold levels
- ▶ Trigger recordings
- ▶ Send message to the agent
- ▶ Display daily statistics
- ▶ Service supervision (queued calls, average wait time, etc.)
- ▶ Supervision of advisers (status, duration in this status, etc.)
- ▶ Discrete agent listening
- ▶ Does not require additional software to be installed

**STATISTICAL REPORTS**

- ▶ Detailed statistical reports can be accessed from the web interface
- ▶ Export data to Excel format (.xls)
- ▶ Option to export data to an external database outside Kiamo
- ▶ More than 20 types of detailed reports are available, sorted by agent, list of agents, agent group, service, list of services
- ▶ CDR table (one row per call) available for external applications

**SCRIPTING TOOL: KIAMO CONTACT**

- ▶ Web based agent scripting tool
- ▶ Fully configurable: allows agent to complete a sales call while collecting key information
- ▶ Does not require additional software development
- ▶ Wide number of fields available:
  - Text entry, date, address, mail
  - Drop-down lists, checkboxes, radio buttons
  - Configure call-back date and time
  - Text field
- ▶ Configure conditional links between pages
- ▶ Retrieve data entered to Excel format (.xls)

**EMAIL MANAGEMENT****INBOUND EMAIL MANAGEMENT**

- ▶ Script-based email processing (recognition of keywords for prequalification and distribution)
- ▶ Automatic web form data extraction and email creation
- ▶ Automated response distribution or acknowledgement of receipt
- ▶ Intelligent distribution to remote agents, prioritization based on content and optimization between different media
- ▶ Follow up of the customer interaction history

**OUTBOUND EMAIL MANAGEMENT**

- ▶ Configuration of outbound email allowing easier message creation
- ▶ Definition of various response styles, creation of standard response libraries, boilerplate text, attachment libraries
- ▶ Outbound campaigns creation

**SUPERVISION**

- ▶ Approval of email messages based on agent profile or service profile (configuration of the number of reviewed email messages dependent on the profile)



THESE COMPANIES HAVE CHOSEN KIAMO

- ▶ *Accès Industrie*
- ▶ *Adrea Mutuelle Franche Comté*
- ▶ *Afone*
- ▶ *Amaguiz (Groupama)*
- ▶ *ANR Services*
- ▶ *Banque de Bretagne*
- ▶ *La Carène*
- ▶ *CIBTP*
- ▶ *Conseil Régional d'Aquitaine*
- ▶ *Conseil Général de la Manche*
- ▶ *Crédit Coopératif*
- ▶ *Europ Assistance*
- ▶ *E-message*
- ▶ *Flandre Appels*
- ▶ *Lybernet Assurances (Groupe Covéa)*
- ▶ *Mutuelles ViaSanté*
- ▶ *Norevie*
- ▶ *Société Centrale Canine*
- ▶ *Smartbox*
- ▶ *Suravenir Assurances (Crédit Mutuel)*
- ▶ *Toshiba TEC*
- ...

NOW IT IS YOUR TURN TO DISCOVER KIAMO!

- ▶ **Handle all type of interactions:**  
Email, telephone calls, web call-back, fax, post, etc.
- ▶ **Manage back-office activities**
- ▶ **Manage priorities** for all interactions and activities
- ▶ **Intelligent distribution** of interactions and activities
- ▶ **Efficient, easily configurable supervision**
- ▶ **Varied, detailed statistical reports**

FOR A MORE DETAILED PRESENTATION OF THE KIAMO SOLUTION,  
PLEASE VISIT [WWW.KIAMO.FR](http://WWW.KIAMO.FR)

OUR SYSTEMS INTEGRATOR PARTNER



NOTES

Four horizontal dotted lines for taking notes.

