

THE INTELLIGENT SOLUTION FOR MANAGING YOUR COMPANY'S INBOUND AND OUTBOUND EMAIL



kiamo

A CONECTEO SOFTWARE

Every day, your customer advisers must handle a large amount of inbound and outbound emails – responses to requests for information, quotes, after-sales inquiries, payment reminders, etc.

The Kiamo Email Management Module distributes these tasks intelligently to the advisers, allowing them to be processed efficiently. This ensures a quantifiable improvement in your quality of service, and increases your customer satisfaction.

4 GOOD REASONS TO CHOOSE KIAMO - EMAIL, SMS and FAX MANAGEMENT

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-specific applications.

RICH FUNCTIONALITY

The solution is fully integrated, supporting all the operations needed to manage inbound and outbound emails. It can be expanded to a full version of Kiamo, capable of managing all of your customer interactions (email, telephone calls, faxes, regular mail and back-office activities) in a uniform manner.

REDUCED OPERATING COSTS

Optimize the work of your customer advisers : the solution automatically distributes emails, SMS and fax messages as they arrive and according to their priority. It simplifies the response process, and guarantees response quality.



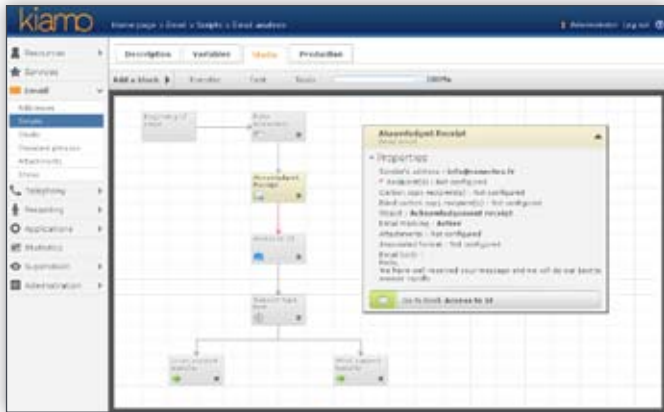
Priority management.

KEY FEATURES

PRIORITIZATION OF INTERACTIONS

- ▶ Configure distribution priorities based on the sender profile or type of interaction.

When using the Email Management module on its own, only email interactions will appear in the screen shown here.



Graphical tool to create email processing scripts.

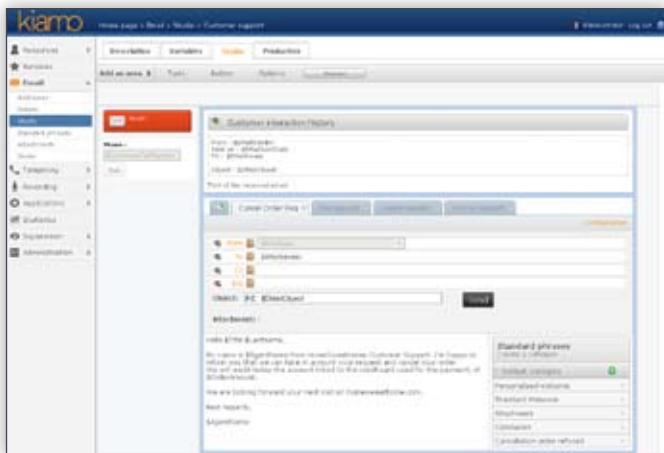
INBOUND EMAIL MANAGEMENT

- ▶ 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 customer advisers, prioritization based on content and optimization between different interactions.
- ▶ Follow up of the customer interaction history.

RESPONSE MANAGEMENT

Configuration of outbound email allowing easier message creation:

- ▶ Definition of various response styles, creation of standard response libraries, boilerplate text, attachment libraries.
- ▶ Creation of outbound campaigns.
- ▶ Approval of email messages based on agent profile or service profile (configuration of the number of reviewed email messages dependent on the profile).



Configuration of outbound email.

REAL-TIME SUPERVISION

Configuration of supervisor views, showing daily statistics and quality of service indicators.

STATISTICAL REPORTS

Various detailed reports (sorted by agent, list of agents, group of agents, service or list of services) can be accessed through the web interface, or exported in Excel format.



Varied, detailed statistical reports.

OUR SYSTEMS INTEGRATOR PARTNER

FOR A MORE DETAILED PRESENTATION OF THE KIAMO SOLUTION, PLEASE VISIT WWW.KIAMO.FR