

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



# kiamo

A CONECTEO SOFTWARE

Your customer advisers have to handle a large number of inbound and outbound calls – responses to requests for information, quotes, after-sales inquiries, web call-backs, payment reminders, teleprospecting, etc. **The Kiamo Call Management Module** distributes these tasks intelligently to the advisers, allowing them to be handled efficiently. This ensures a quantifiable improvement in your quality of service, and increases customer satisfaction.

## 4 GOOD REASONS TO CHOOSE KIAMO CALL 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

Perfectly integrates into existing hardware environments (both IT and telephone systems), without the need to change your infrastructure. Communicates with your business-specific applications.

### RICH FUNCTIONALITY

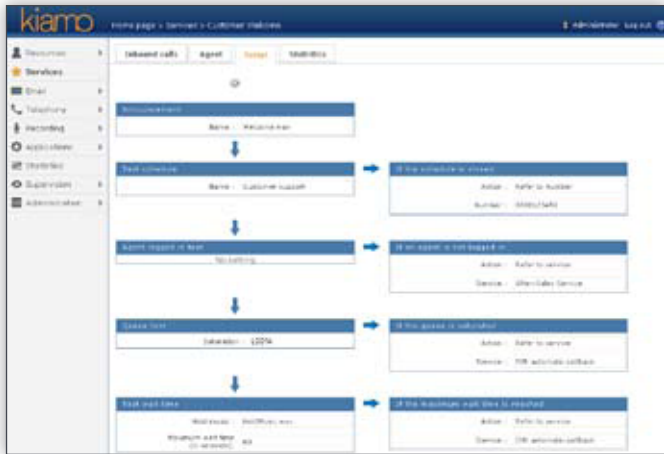
An integrated solution that comes standard with all the features needed to automate inbound and outbound call processing. It can be expanded to a full version of Kiamo, capable of managing all of your customer interactions (email, telephone calls, faxes, regular mail and back-office activities) in a uniform manner.

### REDUCED OPERATING COSTS

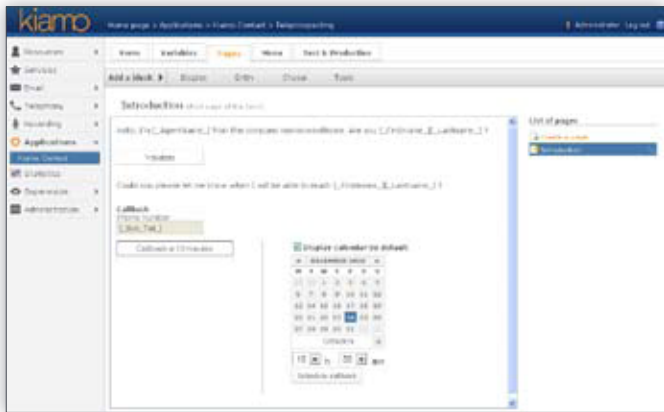
Optimize the work of your customer advisers. The solution automatically distributes calls as they arrive and according to their priority.



Priority management.



Create scripts to process calls.



Web based agent scripting tool.



Varied, detailed statistical reports.

## KEY FEATURES

### PRIORITIZATION OF INTERACTIONS

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

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

### INBOUND CALL MANAGEMENT

- Intelligent call distribution to the most appropriate available customer adviser.
- Configuration of greeting, waiting queue and hold messages.
- Management of unanswered calls.

### OUTBOUND CAMPAIGN MANAGEMENT

- Automatic dialling system.
- Automated configuration of queuing times.
- Management of thresholds for call blending to allow agents to handle inbound and outbound campaigns simultaneously.

### AUTOMATED CUSTOMER DATA RETRIEVAL

- Very easy configuration of customer information screen pop-up, without the need for software development expertise – open a web page, launch an application, send a UDP message.
- Allows prequalification of calls.

### SCRIPTING TOOL

- Create easily configurable web pages to allow agents to complete a sales call while collecting key information.

### REAL-TIME SUPERVISION

- Configuration of supervisor views, showing daily statistics and quality of service indicators.
- Start recordings, discrete agent listening.

### 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.

OUR SYSTEMS INTEGRATOR PARTNER

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