

FINANCIAL SERVICES SOLUTIONS FOR CALL CENTERS



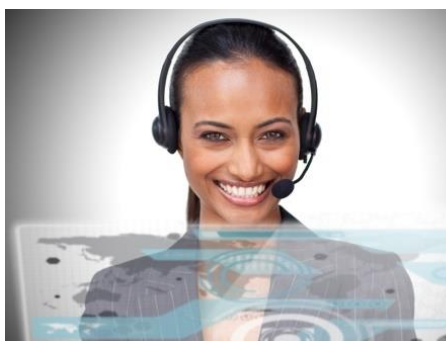
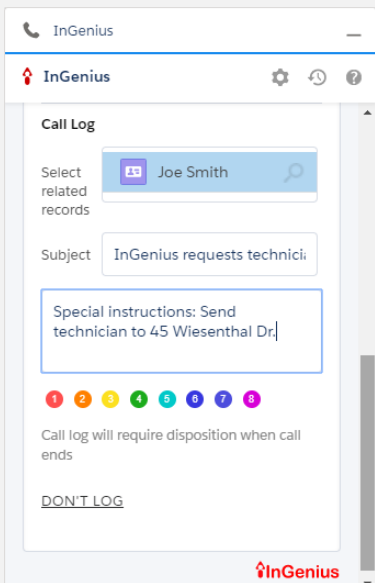
InGenius integrates the existing phone system with Salesforce to enable detailed call interaction metrics using standard Salesforce reports and dashboards.

IMPROVE AGENT EFFICIENCY & CUSTOMER SERVICE

Exceptional customer service is important in every industry. It is even more important in financial services, where a premium is placed on building trust and developing solid customer relationships. Customer satisfaction has been shown to improve the “share of wallet” across different lines of business.

InGenius® enables contact centers to increase agent productivity and call capacity, while providing a better overall customer experience. Sales and service teams who use InGenius Connector Enterprise can quickly and efficiently support meaningful customer interactions.

InGenius reduces contact center operational costs by leveraging existing investments in infrastructure and enables a 360-degree view of customer call interactions for analysis, reporting and decision making.



“High performing service teams understand that the agent experience drives the customer experience. As such, they place an emphasis on giving agents the tools they need to succeed knowing it sets the stage for happier customers.”

(2015 State of Service Research Report)



INGENIUS CONNECTOR ENTERPRISE

KEY FEATURES FOR FINANCIAL SERVICES CALL CENTERS

AVAYA
DevConnect
Technology Partner

CISCO
Partner
Solution Partner



Click-to-Dial



Automatic
Call Logging



Screen Pop



Intelligent
Dialing



Screen
Transfer

OPTIMIZE AGENT UTILIZATION

- Click-to-dial with intelligent dialing for fast connection of outbound calls
- Use voicemail drop and automated call logging to increase call capacity
- Reduce agent clicks
- Blended agent support with telephony integration into Salesforce Omni-Channel

IMPROVE EMPLOYEE SATISFACTION

- Reduce churn by giving agents the tools to be more efficient
- Support agents with an easy-to-use UI they can customize to their workflow
- Allow agents to share customer data easily between groups and lines of business
- Provide the tools to enable teams to meet KPIs

IMPROVE CALL CENTER ROI

- Increase Salesforce adoption by making Salesforce the hub for all agent interactions
- Use your existing telephony infrastructure
- Measure agent performance and make management decisions based on call data automatically stored inside Salesforce
- Match your call handling to your business workflow web configuration tools

IMPROVE CUSTOMER SATISFACTION

- Reduce average call handle time
- Reduce wait times and abandonment rates
- Eliminate the need for customers to repeat information

“We needed a more sophisticated way of logging our call activity into Salesforce. We used the InGenius call data captured in our CRM to improve our business and sales analytics. We now have better visibility into activities and customer touches.”

- Andrea Dearing, VP IT, Bank of Oklahoma

Asterisk

AVAYA

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