



Product **overview**

Cloud Omnichannel Contact Center Software

Whether we are a contact center inside a company with some Internet presence or a contact center that provides services to customers from other companies that outsource their customer care, being multichannel is a necessity nowadays.

Give a step forward with **Zent.io**

Overview

Customers that access your contact center are more connected than ever and offering only a phone service is not enough anymore. Whether we are a contact center inside a company with some Internet presence or a contact center that provides services to customers from other companies that outsource their customer care, being multichannel is a necessity nowadays. The appearance of new service channels in the last years has bring also the problem of having an adequate management for them that is centered in the customer, and that's the problem that Zent.io is capable of solving.

We say 'omni channel' because every service channel converges in a customer's personal history from where he or she is managed and given solutions to his or her issues/problems/requirements even if he or she decides to interact on several channels through time.

Thanks to our multichannel management we raise in great measure the productivity of your agents' team, who will be able to manage all your channels from the same work spot and without any other software besides the web browser.

The maintenance, parameterization and adaptation costs for each of every one of the channels means an important investment on technical personnel in many contact centers, and that will be minimized thanks to Zent.io and its ease of use.

Benefits

No Up-Front Investment

Affordable, monthly, on- demand pricing. Automate your contact center and do more with less.

No hardware or software required

The agent will only need a web browser

Designed for Outsourcers

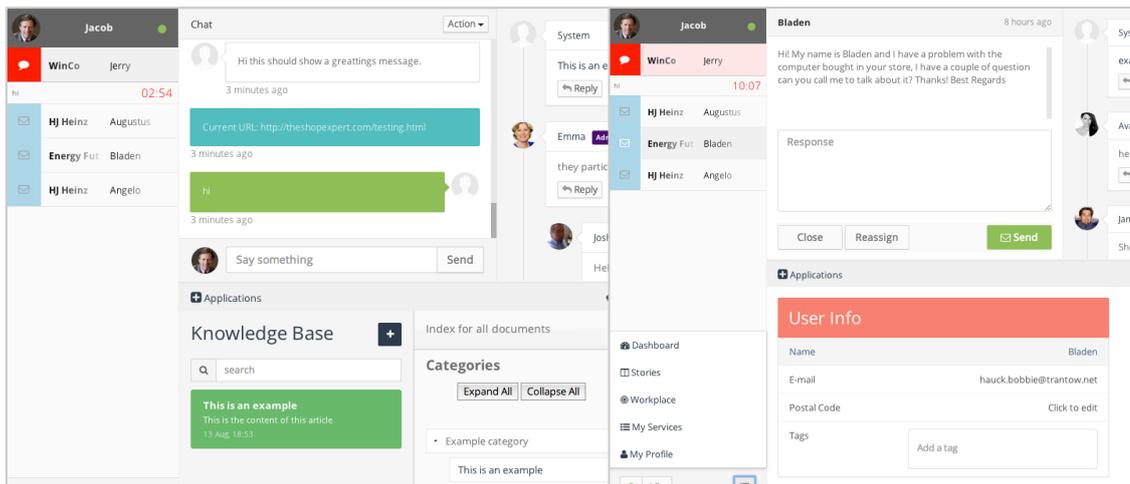
Customize each channel for each client. Use collaborative tools and make them part of the team

Multichannel administration

You could configure each channel in an independent way from the service control panel, having the capability of assigning operators with their designated channels, their priority, schedules or group/department. The elements that will intervene in each service channel will be totally customizable for each service

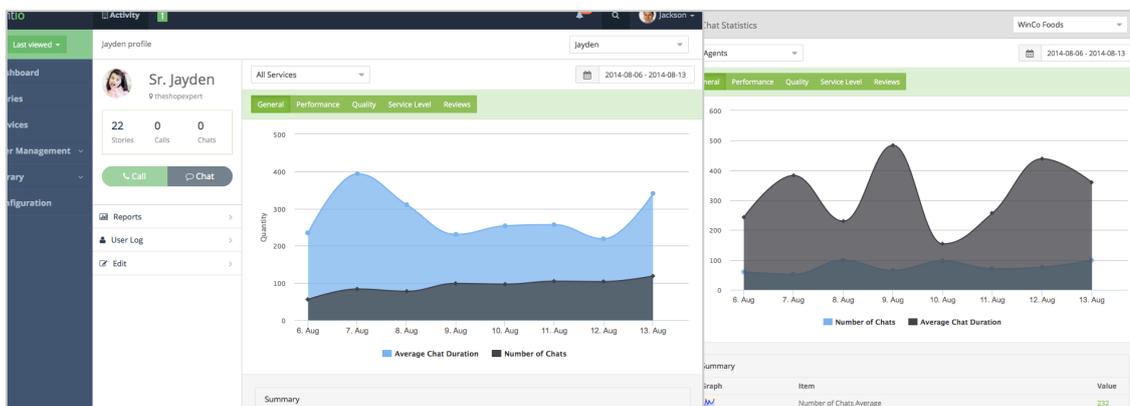
Multichannel workplace

The agents assigned to a service will be capable to serve every designated channel from the same user interface, having the capability of alternate quickly between customers that are being served even if they come from different channels. This allows us to greatly improve the agent's productivity.



Dashboards and reports

We generate statistics that will help team supervisors and managers to have total control over the customer care quality and the agent's productivity. The different service dashboards and the user dashboard will help to have a general view of the service state instantly at any given moment.



Multichannel Ticket/Incident Management

The important thing about Zent.io is that is capable of merging all the interactions that a customer has with a service through all of its channels in a single personal history. Every customer's personal history will have a starting point (when the customer starts the communication with our contact center via a request) and an ending point (when this request has been answered and solved). When a customer actually has many interactions with our contact center over the same topic he or she will choose the channel that is most adequate at that moment and in many occasions this channel will be different from the one used before.

The agent will be able to escalate service histories if they're out of his or her reach, and the supervision managers will have all the necessary tools to control the service: detailed reporting by agent and by service, subscription to history changes, control over supervised histories, etc...

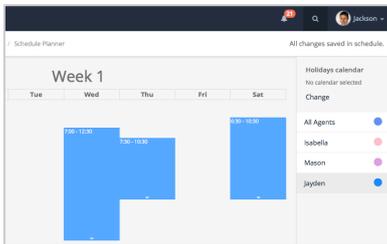
Smart customer management

When a customer access our contact center through any of its channels, Zent.io will always try to recognize him or her using different systems, something very important if we want to keep a unique personal history for every customer. We can create new customers or modify the existing ones, in the moment when the customer is being serviced or at a later stage if necessary.

Team management

Zent.io has been thought to manage different teams and projects/services. We defined the necessary roles to allow team and information management in a quick and efficient way, and we put collaborative tools to improve the information transmitting between the team members.

Administrators, Supervisors, Managers and Agents form a project/service team, with the supervisors and managers in charge of controlling the quality and productivity of the team using the statistics, dashboards and other tools provided. The Manager profile is ideal for Outsourcing structures in which the company requires a real-time control of the hired service without entering the agents' management. Agents would be able to escalate personal histories to Managers and Supervisors (or another Agents) of the team if necessary.



Shift planning

Thanks to this tool you could easily organize the service hours.

Configure the agent's shifts for each service/project as well as every channel thanks to a simple and visual interface. Create weekly and monthly patterns with complicated serving shifts in a matter of seconds.

Quality management

For every channel and service/project we could define which will be the desired average answering time (the average time that passes from the moment a customer starts any communication in any channel and it gets serviced by the agent) and in which percentage this must be fulfilled (Service Level). This will be visible in the statistics and also in the dashboards.

Besides that we would be able to define a percentage of communications from the customers to our contact center that will be sent to a review queue so the team supervisors can perform a quality control. We could also easily create a form (using the form creator) that the supervisor would have to fill for each review. All of this will be visible from the report and statistics section.

Outsourcing features. Service management

If we are a contact center that offer its customer care services to other companies Zent.io is the best option. We could configure each channel for each service independently enabling adaptation to our customers and their customer service processes. Also, thanks to the collaborative tools that Zent.io offers our customer would be able to manage its own service and transmit information quickly by becoming part of the team as a Manager.

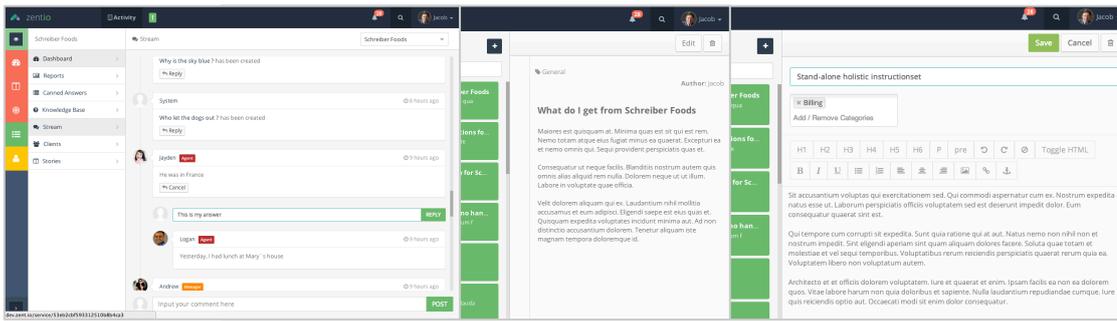
Collaborative tools

For every service/Project there are collaborative tools that would help the team to transmit relevant information quickly.

Knowledge base Knowledge bases are normally used for customer care and service. They are designed to organize and to present to the team members and customers (through a Customer Portal) the questions and most common problems (and how to solve them) that your customers may have when accessing your contact center. We would be able to create articles and categorize them besides publishing them in the Customer Portal if they're not classified as internal information.

Stream is a tool where the team members can write in real time temporary questions or information that will be published in a message flow visible from several platform sections. Also in Stream relevant messages will be published, for example when a new Article has been created on the Knowledge Base or when a customer's personal history has started to be followed.





Remote agents

Given that the agent application works only with a web browser, agents can access the system from anywhere in the world. Supervisors and managers can control the service through the customers' personal histories, dashboards and statistics. The Supervisors would also see the Workplace of an agent in real time and would also be capable of whispering during chat conversations and observe how this conversation is developed in the different channels.

The Agent's application will also register the entering and leaving times of the agent, and it will also have a presence control system, in which after a determined inactivity time he or she will have to prove its current presence avoiding loss of service calls.



Chat Via a Website or Mobile App

Chats can be started by customers throughout many different service spots. It is very important to have a usable version of the widget for mobile phones, the chat sessions can be started by customers or through the Javascript API widget where he or she could use any of the available triggers. The chat could be embedded on the website or appear on a popup, and on the first case the user would be able to move the window across the screen, improving the user experience.

Multiple chat sessions

Chats will be balanced according to the priority rules established on the channel configuration for the given service. Amidst the agents with the same priority the one with the least amount of work will be elected to serve the customer. Thanks to the balancing system and the workplace design (agent application) and agent would be able to serve easily multiple chat sessions..

Transfer chats

An agent will be able to transfer the chat to another team member or a supervisor, and the customer will be notified about this agent change.

Chat whispering

Supervisors would be able to easily visualize each agent's Workplace but also could join the chat conversation by giving advice to the agent without the customer noticing or seeing these messages.

Gather user information

Agents would be granted access to real time customer info, and would be able to acknowledge his or her current url, and current geographic location from where the conversation has started.

Auto greetings message

Automatic message for each service/project that the customer will receive when a chat session starts.

Cobrowsing

The agent would be able to see in every moment in which part of the website where the widget is installed the customer is currently located. Besides that, without needing additional software such as plugins or applets, the agent could control the customer's browsing in real time and guide him or her throughout the website or fill the information (in a subscription form for example) directly on the customer's browser.

Chat

Increase productivity

Multiple chat sessions

Transfer chats

Chat whispering

Gather user info

Auto greetings message

Cobrowsing

Customizable

Smart canned answers

Prechat form

Load balancing

Reports and KPIs

Javascript API

RT messages delivery

Integration with GA

Customizable widgets

The widget installed on the website service enabled sections will be totally customizable for this service/project. We could also change the color scheme, establish an image for the triggering button or add CSS rules or Javascript code in the advanced options.

Smart canned answers

Team members would be able to create predefined answers for a service/project. The system will acknowledge the agent's current answer being typed, and will give him the option of auto complete the sentence and sensibly improving the response times. Also for each predefined answer the agent would be able to define a key shortcut that includes the answer by only pressing a few keyboard keys.

Prechat form

From the chat configuration panel we would be able to choose which data to ask from the customer (name, email and department) and before starting a conversation the customer will have to fill in the configured information. This will help us to recognize the customer, also during the conversation the agent would be able to update the customer information (phone, email, etc...), and also after the conversation on the customer management window. There are other silent mechanisms that are implemented to recognize the customer such as a "cookie" or the widget's Javascript API that could be used to add this information in an automatic way in the event that a user were already logged in into a system.

Load balancing

We can establish a different-priority chat channel for the project/service team and have a backup team, in order to balance chat conversations between agents that have the same priority depending each agent's workload level.

Reports and KPIs

We will have reports and statistics for this channel available for any period, agent or service/project where different metrics could be seen that will tell us about the status, yields and quality of the chat service channel. Some of these metrics are: number of chats, average conversation times, number of concurrent chats, average time until the first response by the agent, average response times, service level for this channel, etc.

Javascript API

We offer a Javascript API to manage the chat widget. Between the options we can open or hide a chat window as well as the trigger button, recover the information already introduced by the customer if he already started the conversation and establish it if they haven't done it yet, establish the widget language, know if the customer is already in a chat conversation, etc.

Real time messages delivery

Thanks to our asynchronous technology messages between agents and customers are delivered in real time without any latency, and ultimately improving the total response times.

Integration with Google Analytics

If we use a valid Google Analytics ID for a service/project a series of Google Analytics events will be introduced and will allow us to optimize the performance and know about the customers' behavior.



Voice

Reduce your tech costs

Ivr templates

No extra software required

Voice recording

Reporting and KPIs

Load balancing

VoIP

Ivr templates

With our IVR template maker administrators will be able to define the behavior of incoming calls on a service/project. Its ease of use allows any manager or supervisor to use it given that no advanced telephony knowledge is required. Just like in a flowchart the manager will be able to drag and drop elements on the interface and join them establishing the call flow. We will be able to use menus (ivr menus) to direct the call according to the option chosen by the customer, and redirect the flow in a determined way if there is no connected agents or if the service is offline. During this flow we will be able to playback audio from our library or use the text that will be reproduced as well as asking the customer for input data and use it as a request for a web service.

No extra software required

Despite another solutions with Zent.io won't be necessary any additional software (such as a softphone) to answer phone calls. Phone calls will be answered by the agent in the same Workplace where he/she serves the other channels, using only a web browser.

Voice recording

The call fragment in which the customer communicates with the agent will be recorded and associated with his or her personal history. It will be available for listening afterwards from the history manager and it will be useful in the quality control processes.

Reporting and KPIs

We will have reports and statistics from that channel available for any given period, agent or service/project where different metrics could be seen, and will give us the status, yields and quality of this chat service channel.

Some of these metrics are: number of calls, average call duration, number of concurrent calls, average queue times, average response times, level of service per channel, etc.

Load balancing

We will be able to establish for the team a voice channel queue for a project/service with different priority levels enabling the use of a backup team and also for balancing calls between the agents that have the same priority.

VoIP

Zent.io works using VoIP, to activate the voice channel you only need to input a VoIP gateway given by your Telephony Service Provider. Thanks to this your agents won't need any extra software which translates into important reduced costs.



Mail

Improve your response time and productivity of your team

Incoming mail management

Fully customizable

Reporting and KPIs

Incoming Mail Management

Zentio is capable of managing all emails from a service/project sent by customers, creating new personal histories if the customer has none open yet and assigning the ideal agent for them. We will be able to configure different addresses and mail servers for each department as well as for each project/service.

When an email is assigned to an agent incoming messages will arrive at his or her workplace, with less priority that real time communications such as voice or chat, in order to be answered and managed by the agent.

Once the agent answers the customer he will receive the answer in a way that future customer requests will be assigned to the same history unless the agent closes that history and considers that the customer requests have already been solved.

The workload of team agents will be taken in consideration for the assigning of agents as well as their service/project email configured priority, thus balancing the load between the same priority agents.

Fully customizable

Whether for internal contact centers or those who give services to other companies, sent emails normally need to have certain corporate info and an appearance that follows the company's policies. A template for the service/project will be easy to customize, using text as well as HTML, and it will be capable of using variable fields such as the customer name, the agent's name or the project/service name as well.

Reporting and KPIs

We will have reports and statistics from this channel available for any given period, agent or service/project where different metrics will be able to be observed and will tell us about the status, yield and quality of the chat service channel. Some of these metrics are: number of emails, average response times or service level.

Share important information with customers

Customer Portal functionality in a service/project allows helps customers to solve their questions by themselves and also adds an extra channel where the customer can request a ticket/case. Visible portal articles in the customer portal will be those that were selected previously as public by a Manager or a Supervisor, thus the information has to be kept and maintained from a single point.

Advanced search and categorization

Customer Portal has a powerful search engine that allows customers to find what they seek in the shortest time possible. In the same way we will be able to categorize articles and structure the information so it can be easily accessed and used by the customers.

Fully customizable

From the configuration panel in the customer portal of a service/project we will be able to choose a color template that fits our needs, select a logo for the header and the title among other options

Each customer portal will have a domain or subdomain associated so we can finish activation of the functionalities by redirecting this domain to the Zent.io systems. If the name of the company or the company that hires our contact center services is called mycompany.com (for example) an ideal configuration would be to establish support.mycompany.com as the customer portal.

Ticket/Case submission

One of the customer portal sections will give customers the possibility of creating a new history in our system.



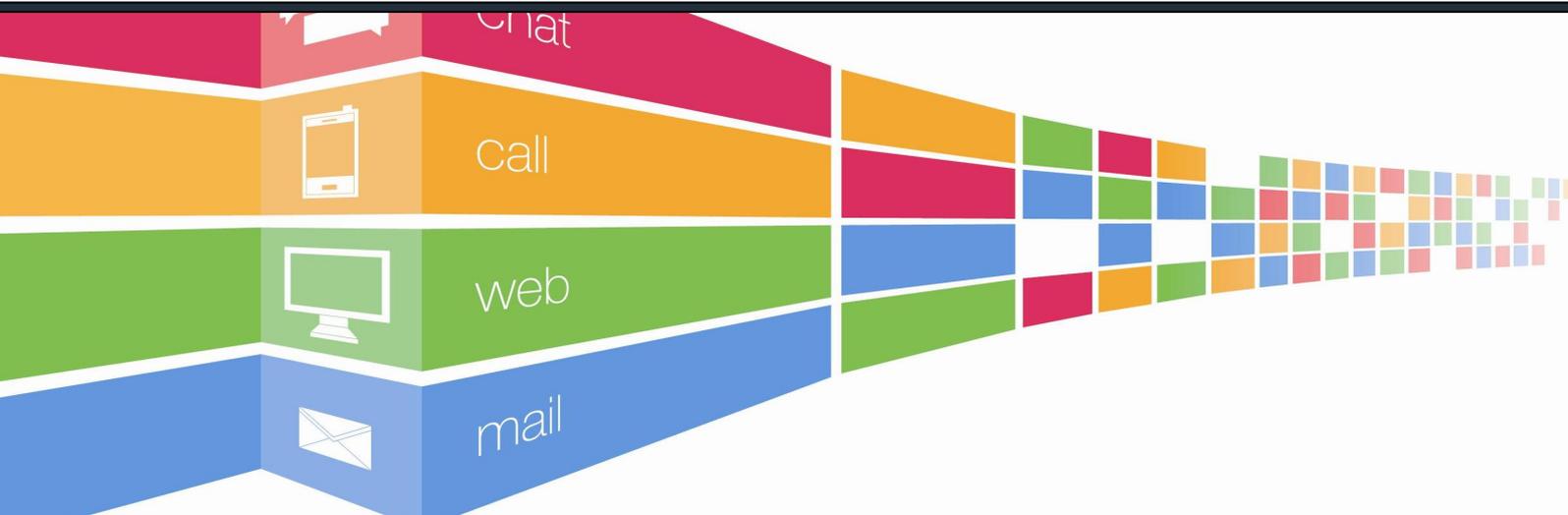
Customer portal

Share important information with customers

Fully customizable

Advanced search and categorization

Ticket/Case submission



Request a **demo** sales@zent.io