BE INCONTACT

Omnichannel Cloud Platform

Call Center Software

We developed a **100% Cloud Customer Engagement Solution** to enable simultaneous interaction with all your customers. Using a **single widget**, agents will be able to handle all interactions with all customer information on a single CRM page, providing a swift experience and improving Customer Experience and daily operations in handling processes.

You will be able to keep track of your customer's journey, switching from one contact channel to another, so that **you will always have all the information and statistics of your customers**. Provide your customers with a multichannel contact center platform and stay up to date with them.

All-in-one solution

Use the advanced BeInContact Call Center Software solution integrated with Oracle Service Cloud to develop the most suitable communication strategy for your company. The BeInContact solution offers together with Oracle Service Cloud a powerful routing engine on the voice channel.

In this way, Customer Service operators are able, using only the Oracle Service Cloud page, to manage daily IN and Outbound calls in a single user interface; integration with Oracle Service Cloud allows operators to have all customer information on screen, thus optimizing and simplifying daily operations.
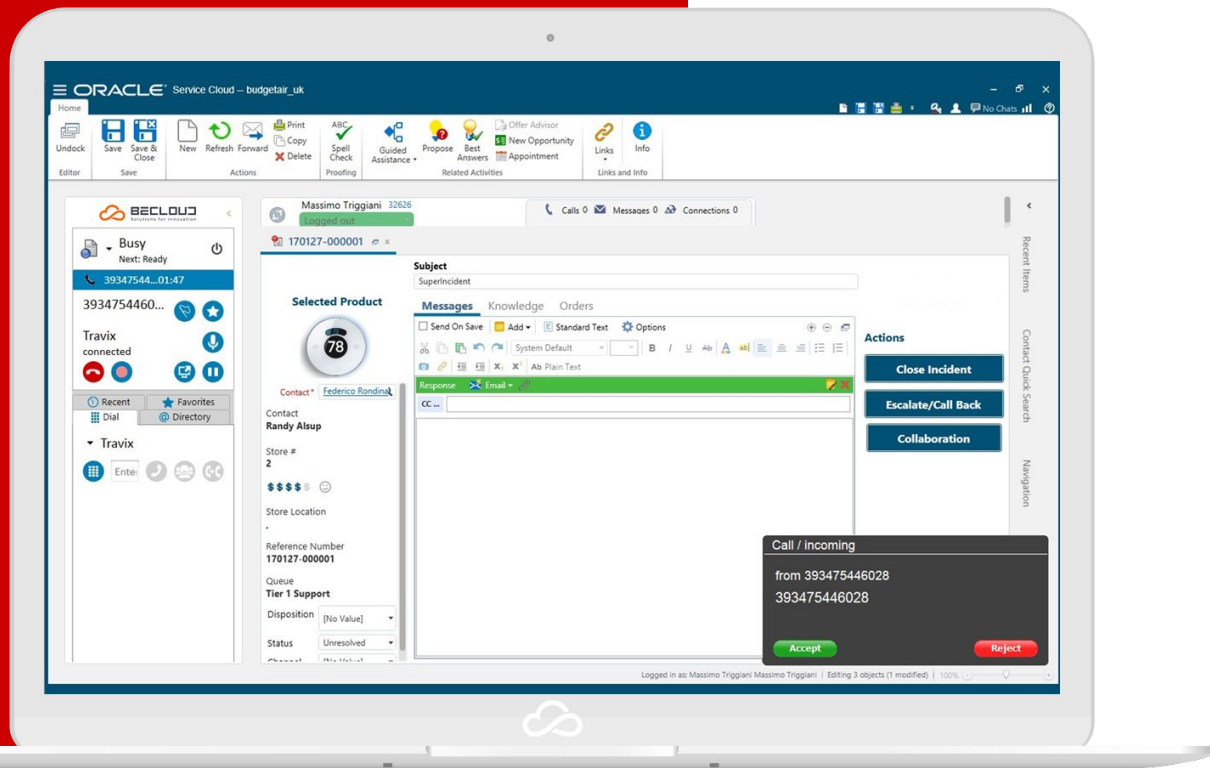
How the integration works?

Be360° is a **Cloud Integration Platform – iPaaS (Integration Platform as a Service)** that allows you to integrate different applications and the interaction, on each channel, it is managed on a single interface in order to optimize the operations of the agents.

Implements the **CTI Phone bar** within the Oracle Service Cloud layout to manage communications on all contact channels, also allowing the operator to manage incoming interactions accompanied by all the information recorded within the CRM, optimizing the management of the contact and information sharing.

PHONE: Softphone embedded to the platform, IP phone or external phone on PSTN line
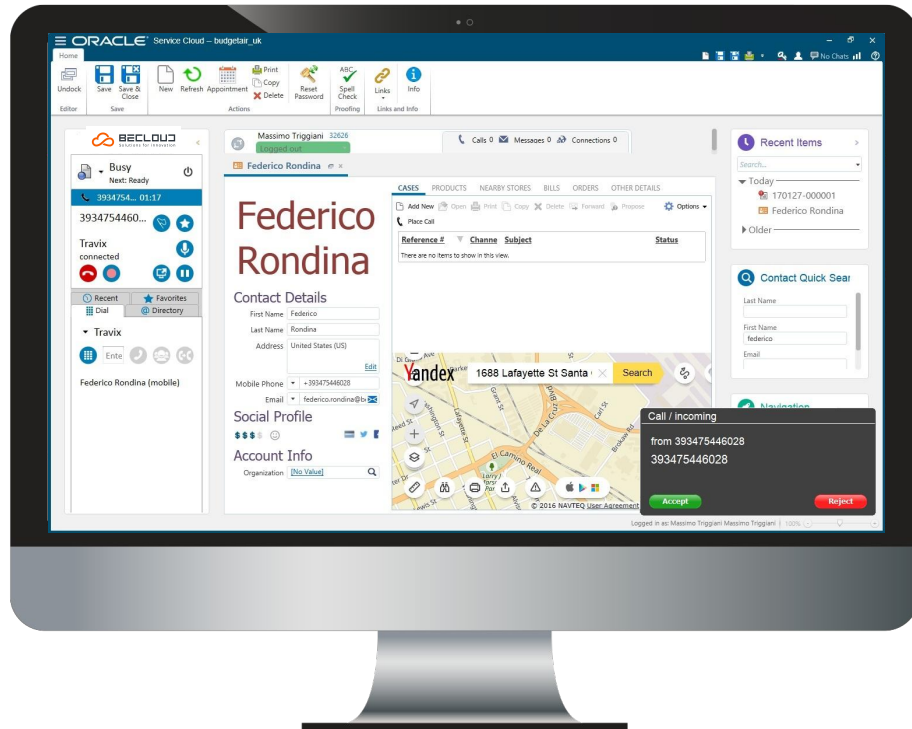
AVAILABILITY: Oracle Service Cloud Client Version

BE360°

How the integration works?

IDENTIFICATION

Identify the caller on variables such as phone number, incidents, fields and prioritize them based on their data

SELF-SERVICE & AUTOMATION

Create automatic incidents for after hour or voicemail calls, read, update or delete cases following a call or chat interaction

AUTOMATIC SYNCHRONIZATION OF LISTS

Profile the lists in Oracle to configure a campaign and filter the fields, automatically importing the contents into BeInContact

PREDICTIVE, PROGRESSIVE OR PREVIEW DIALER

It uses different automatic dialing methods according to business needs

UNIFIED SUPERVISION

See operator status and monitor calls in real-time

SINGLE SIGN ON

Automatically log into BeInContact after logging into Oracle Service Cloud

BE 360°

Integrations with Oracle Service Cloud

- Easy to use user interface reduces agent training requirements. The interface is seamlessly integrated into Oracle Service Cloud CRM (RightNow).

- One-click dialing with click-to-call capability saves agent time. It saves administrator's time too, because it works out of the box, without the need to modify forms.

- Save agent time with a screen pop of the customer data coming with a call as a result of identification using RightNow data.

- The context of past conversations helps agents to resolve calls faster. Call history is saved complete with notes, disposition and call recording to an activity or a custom object.

- The UI works with USB headsets via a built-in softphone, or through any PSTN phone number. Both options can be used by virtual agents working from home.

- Track agent performance with real-time supervision tools and historical reports.

- Inform teams about their productivity in real-time with wallboard displays.
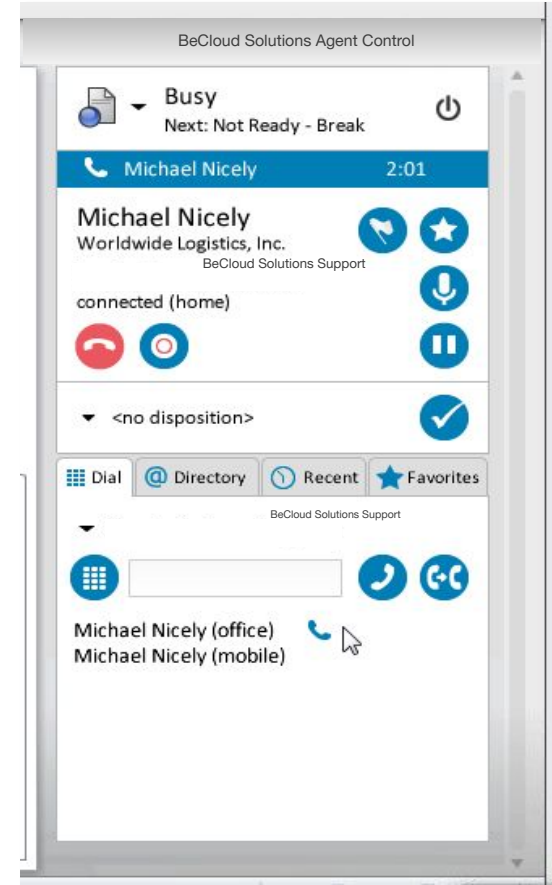
Improve Customer Experience

- A customer is identified automatically, based on search by ticket number or any other data saved in Oracle Service Cloud (RightNow)

- Identified priority customers are served faster.

- Service quality is ensured with built-in call and screen recording, monitoring and grading quality management tools.

- A customer doesn't have to repeat their information on transfer, the information follows call through transfers.

- Routinely assess customer satisfaction by specific area and pinpoint issues early with built-in post-transactional surveys attached to both service and agent performance reports.

Reduce Agent Load with Automation

- Automate frequent requests into self-service using IVR call scenarios: search, create and update data in Oracle Service Cloud in IVR scenario.

- Create voicemail cases after hours or add voice messages to existing cases.

- Capture abandoned calls in a preview campaign to call them back later during less busy hours.

- Offer virtual queuing during peak call times to reduce abandonment.

Thank you!

BECLOUD
Solutions for innovation
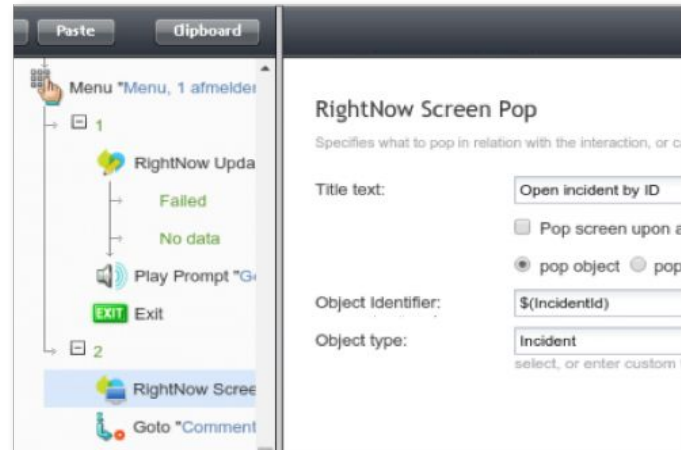
Do you need more informations? Contact us!

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