MULTI-CHANNEL CUSTOMER EXPERIENCE

Intalk.io is an intelligently designed solution with vast bouquet of call processing logic based on real-time conditions, administration and supervision with the rule defining capabilities (like call routing, queue creation, Hold Music, Custom messages etc), analytic search and presentation of data for process enhancement , accessibility and role definitions for enhanced output , and flexibility with multi location setup and support.

INTALK.IO- FEATURES & ATTRIBUTES

- WebRTC enables call centers to improve their customer experience without the need of additional software, plug-ins and other infrastructure.

- Engaging Customers on a multi channel interface like Voice, Video and other platforms like Social Media, Emails, Chat & SMS.

- Applet Based event API's.

- Expected Wait Time & Virtual Queue.

- Easy Scalability.

- Skill Based and data driven call routing.

- Integrations with existing CRM & other In-house Applications/ Mobile Apps.

- Self Service IVR & Chat Services.

- Single UI equipped with end to end reporting, BI & Analytics Capability.

OUTBOUND DIALING

CHATBOT

LIVE MONITERING

intalk.io

REPORTING

CALL RECORDING

IVR

BLENDING

INTALK.IO- INBOUND CAPABILITIES

- Reduce customer wait times by intelligent routing and dynamic queuing.

- Personalized service, DNIS and Music-on-hold.

- Meet SLA's with High availability and Load balancing.

- Increase productivity by Callback management and capabilities for cross-sell and up-sell.

- Improve response time through unified Multi-Channel presence and intelligent FAQ based Knowledgebase.

- Provide Self-Service by customizable IVR call flows with API linking capability and supporting Dynamic flows.

- Supervise and perform QM by barging, snooping, conference etc

- Ensure compliance through Voice recording, effective reporting, DNC management and QM tools.

- Chatbot Interface on Website and mobile application offering rule based Visual menus and helping in Navigation, Information and Transaction.

INTALK.IO- OUTBOUND CAPABILITIES
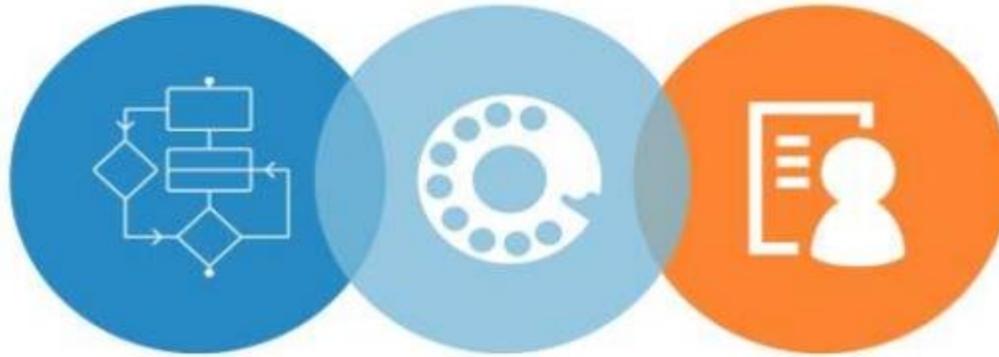
Predictive
Algorithms forecast the ratio of available agents to live calls in order to dial numbers before agents become available.

Progressive
Numbers are dialed only when agents become available.

Preview
Contact records are delivered to agents before the call to give agents a chance to familiarize themselves with contacts.

- Automated Dialing.
- Preview Dialing.
- Timely call backs for follow ups on booking cancellation & Refunds etc.
- Timed Preview Dialing(Progressive).
- Predictive Dialing.
- Precision Dialing (compliance).
- Industry leading call analysis and AMD. Intelligent and Dynamic Pacing Controls.
- Outbound Campaign Management including **Voice broadcast (agent less)** for airlines promotional offers.
- Advanced List Management.
- Scripting and Desktop automation.

INTALK.IO- QUALITY MONITORING & REAL TIME ANALYTICS

Voice and Screen Recording

- Optional Full Time Logging .

- On demand recording (Agent or Supervisor) .

- Business rules based recording .

- Record calls and agent screens .

- Encryption and security features that meet PCI DSS compliance standards.

SCORING

- Evaluate agent performance .

- Customer scoring of transaction – Send CSAT email to the customer to get customer feedback. Tag customer feedback with Agent id to get 360 degree score for agents .

- Flexible score card development to meet unique business goals .

- Add comments, documents or voice recording over the recorded file for agent review.

ANALYSIS

- Mark your voice recording with your comments for later review (Competitive analysis, Training).

- Can segregate a piece of voice log for measuring an agent's performance.

Distinctive Solutions- Requirement Specific

• Grievance Management and Helpdesk (Hospitals, Municipal Corp, Utility companies, CM, MP, Mayor Helplines, Government Job Portal)

• Socio-economic Welfare Helplines, Psycho-Social Helplines for Depressed and suicidal tendency citizens.

• Lead generation campaign specific solution for Microfinance Companies & NBFC's.

• Navigation, Informational, and Xactional BOTS for Retail, e-Retail, Government, Education, BFSI and Telecom Vertical

• Call Recording and Central Monitoring Setup

• Telco Grade Voice Broadcast solutions

• Feedback, Survey, and Complaint handling solution –across verticals

• Call Center solutions - BPO, Captive and Managed service setups over cloud and Premise.
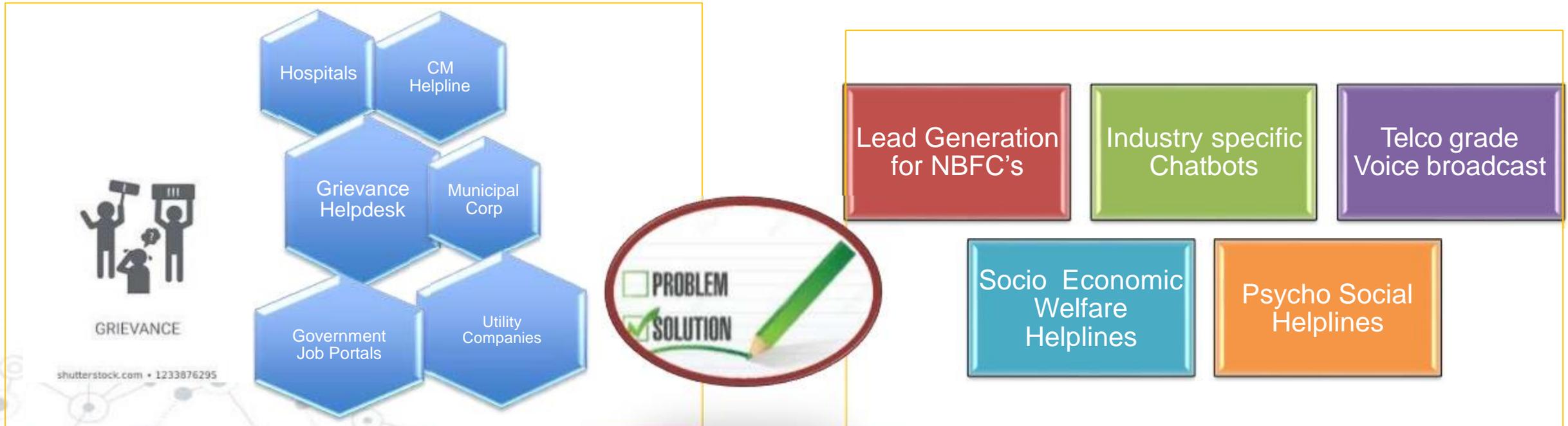
Distinctive Solutions- Voice Broadcast

Intalk.io's Voice broadcasting solution lets you send automated calls to a large number of people at once. You can use call blasting service for notifications, alerts, offers, announcements, surveys and more. You can also record the customer responses by implementing a simple IVR in the call blast

Voice broadcast enables services:

Survey Campaigns

Announcements

User Feedback

Education & Training

Political Reach out

Reminder Campaigns

Delivery Scheduling/Rescheduling

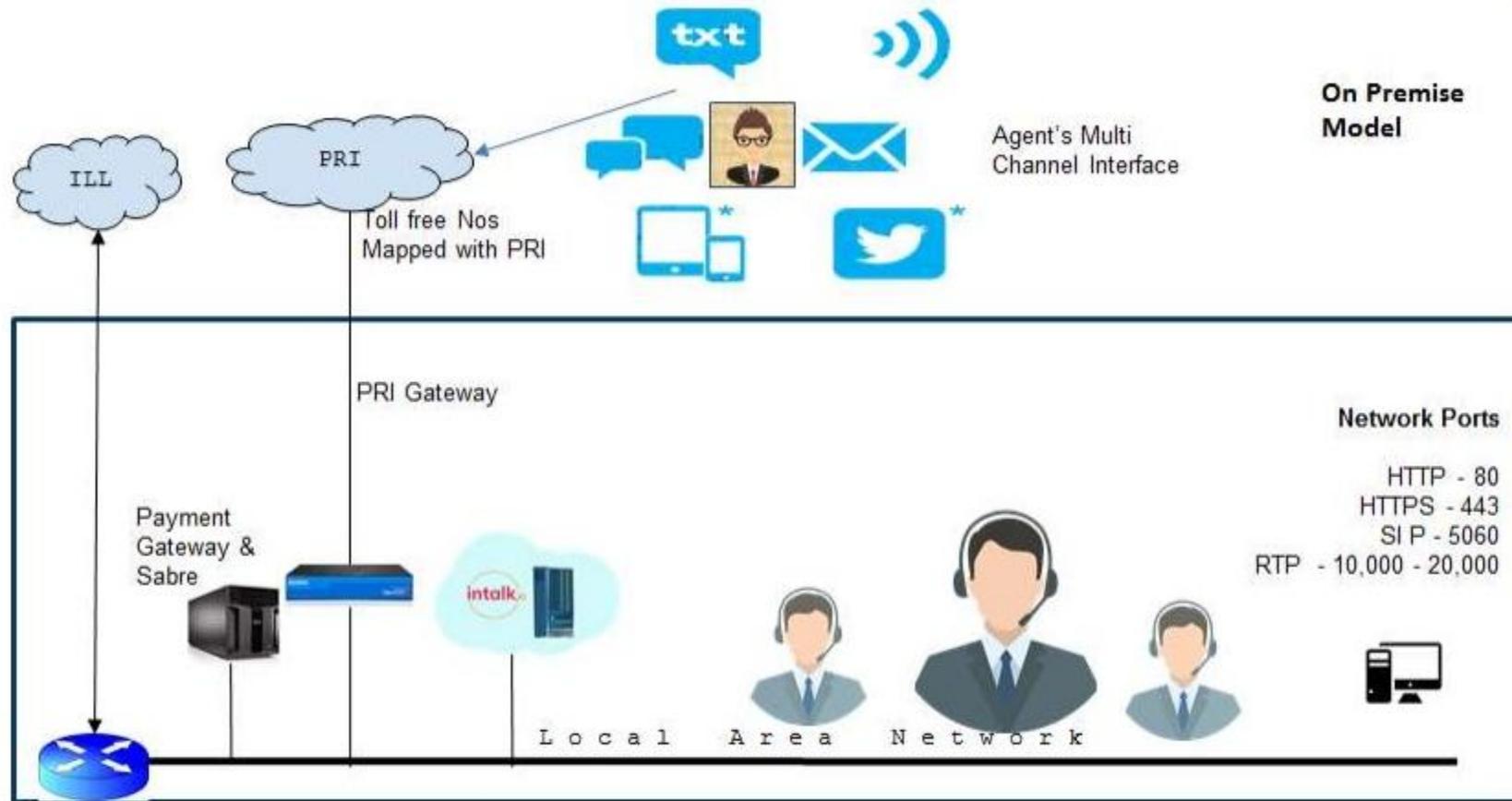First Level filtering of job applicants

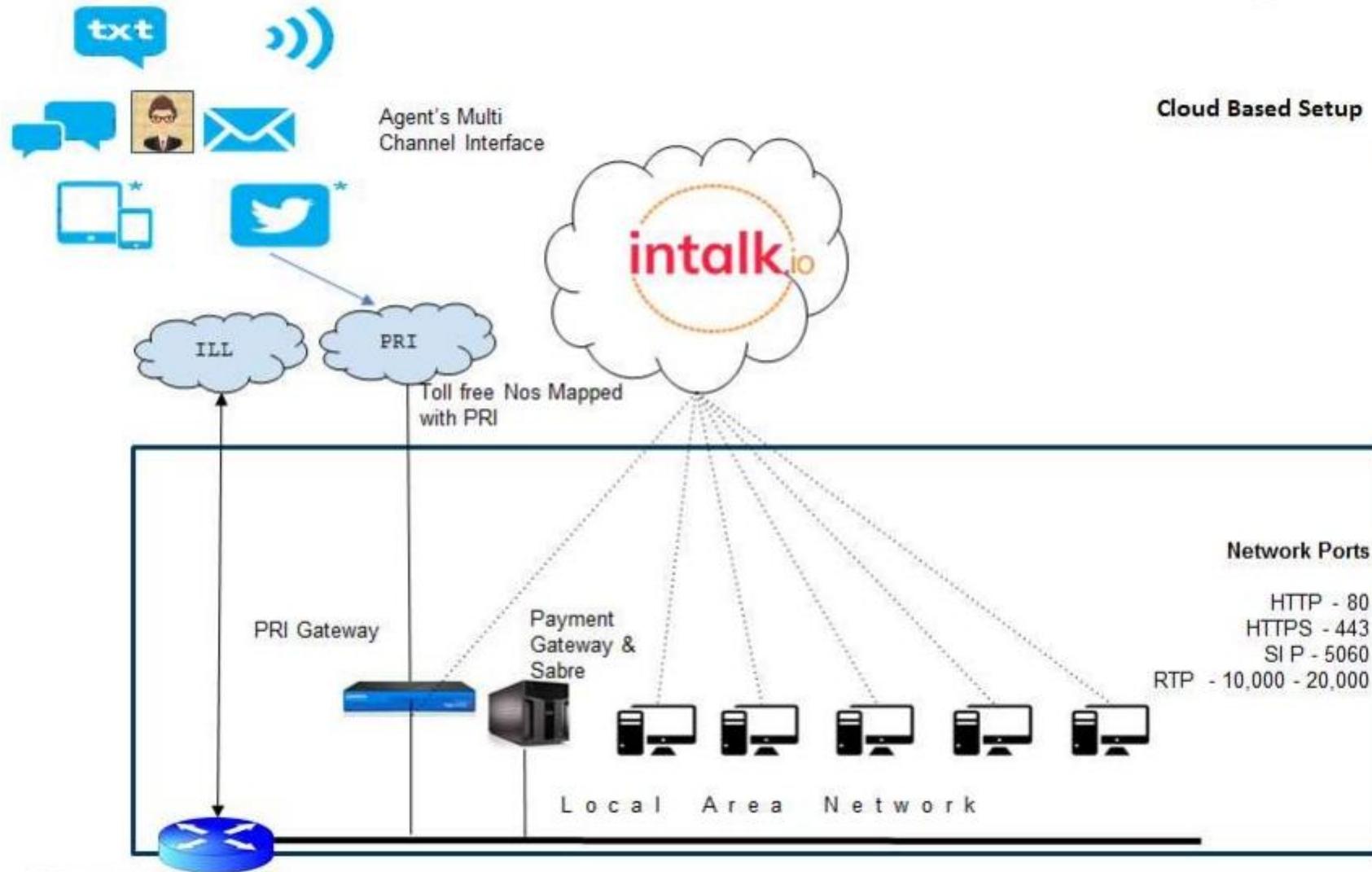Voice Broadcast NM Institute

Voice Broadcast Motilal Oswal

Response on the DTMF Input

edge
Technology
Excellence Empower | Enhance

INTALK.IO- ON PREMISE DEPLOYMENT

On Premise Model

Agent's Multi Channel Interface

Toll free Nos Mapped with PRI

PRI Gateway

Payment Gateway & Sabre

Local Area Network

Network Ports

HTTP - 80
HTTPS - 443
SI P - 5060
RTP - 10,000 - 20,000

Cloud Based Setup

Agent's Multi Channel Interface

ILL

PRI

Toll free Nos Mapped with PRI

PRI Gateway

Payment Gateway & Sabre

Network Ports

HTTP - 80
HTTPS - 443
SI P - 5060
RTP - 10,000 - 20,000

Local Area Network

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THANK YOU

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