

Why Agents Adore Multichannel Contact Center Solutions

For any company that values customer service, a high-quality contact center is a must. Consumers are becoming less patient and more demanding, and any organization that fails to meet these expectations may be in danger of seeing its brand loyalty diminished.

Key to any successful contact center are happy agents. And what makes customer service agents happy? A job well done.

That is why agents adore multichannel contact center solutions. In several key ways, these tools make their jobs, and lives, easier and simpler.

- **Stronger starts** - In a multichannel contact center, customers can choose their preferred medium, be it phone, email, SMS or social media. This starts the conversation off on the right foot, setting the stage for positive outcomes.
- **Faster resolutions** - Multichannel makes it easier for agents to access relevant information, saving time and reducing the need to ask questions that customers have already answered.
- **Bigger numbers**- With multichannel, agents can maximize the number of customers they serve in a given time. This helps agents to hit their productivity goals.
- **Smarter interactions** - An agent in a multichannel contact center can easily shift the interaction from one medium to another to optimize effectiveness.

With all of these advantages, it's no wonder that agents - and customers - love multichannel contact center solutions.

WHY AGENTS ADORE MULTICHANNEL CONTACT CENTER SOLUTIONS

STRONGER STARTS

When customers enter through their preferred channel, they're already primed for a more positive interaction



FASTER RESOLUTIONS

Sharing contact info and transaction details across channels keeps agents from asking customers redundant questions



BIGGER NUMBERS

The ability to serve several customers simultaneously helps agents maximize their minutes and easily achieve productivity goals



SMARTER INTERACTIONS

Agents can move between channels to select the most effective context for the customer and/or the conversation



TEO[®]