INFINITI SUITE

Automated callback

Optimize Agent
Productivity,
Enhance the
Customer
Experience

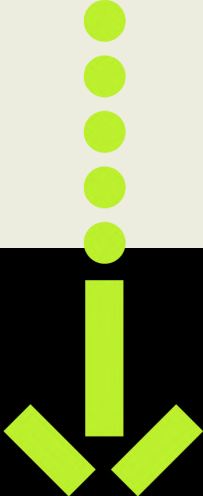**inoria**

Got Genesys? Then you already benefit from the world's leading customer experience platform.

Increase agent productivity and enhance customer satisfaction by responding to their requests, lightning fast!

But sometimes, even the best of the best, need a little extra assistance. That's where we come in.

Infiniti Automated Callback for Genesys PureConnect automates customer call execution upon reception of the agent callback interaction, resulting in zero time lost between the moment when the call ends, and the moment when the next interaction occurs.

Let's say you have a customer patiently waiting in a queue for over 5 minutes. They select the callback option, enter their phone number and... wait again for an agent to call them. They'll have to keep on waiting until the agent with the callback interaction (now considered to be "assigned") actually initiates the call by clicking Make Call in the callback interaction window! Statistically speaking, the agent is being utilized as expected, but from a productivity point-of-view, not so much, as they might not get another interaction until the call is initiated and the call is disconnected. And remember, the customer is still waiting....and waiting....and waiting...

With Infiniti Automated Callback, the call is automatically and instantly initiated. Agents do not have the option of forgetting or moving to another task until the call is made, boosting agent productivity and customer satisfaction.

Providing your agents with automated tools that simplify their tasks and initiate instant callback functionality not only serve to boost agent productivity, it also leads to increased customer satisfaction. Benefit from:

/ Increased agent productivity

/ Guaranteed assurance that agents immediately initiate callback interactions

/ Improved customer satisfaction with faster callbacks

/ Service Level Agreements (SLA) that comply to expected levels

/ Better decision-making in customer communications

/ Social Media

Automate Agent Callback to Boost Productivity and Enhance Customer Satisfaction
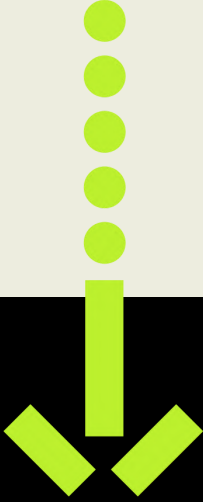
Features

/ Detailed reports
- By queue
- By agent
- By disposition (represents all the callback interactions associated with the outbound calls made, in addition to the disposition of each call (callback completed, retry, or failed))
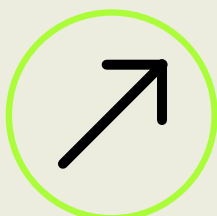
• Summary reports
- By queue
- By agent
- By disposition providing total callback numbers (callback completed, retry or failed number), average duration, and other relevant information

Once your agent has completed an exit customer call, they have the option of selecting from one of the following three buttons: "Callback Completed," "Retry Later" or "Callback Failed." Regardless of the selection made, the callback interaction and call interaction will be instantly terminated at the same time. Easy peasy! Less clicking and no thinking required, so that the agent can move on to the next task.

Get Infiniti Automated Call Back