Contact Center Software Features

Inbound Voice Calls & SMS

FULL CALL CONTROL FROM BROWSER

Regardless of the agent call delivery option used—be it a built-in softphone, SIP phone, WebRTC, DID, or dial-out with the line open—calls are fully controlled from the Agent Desktop web application

CALL TRANSCRIPTION

Call transcripts in a customer's activity history help agents understand the meaning of phone calls quickly, in their context. In addition, transcripts assist managers in easily searching interactions across voice, messaging, and email conversations, as well as leverage cognitive technologies

DROPPED CALLS CONVERSATION CONTINUITY

When a customer redials within minutes of dropping a call, the call is delivered to the same agent that helped the customer, bypassing IVR and queues and resuming the interrupted conversation

IN-CALL AND STAND-ALONE SMS MESSAGING

At any time during a call, a customer or an agent may send SMS messages to each other

VIRTUAL QUEUE WITH CALLBACK

During peak call volumes, callers have the option to hang up and receive a callback when an agent becomes available, in the same order that the original call was received

PRE-RECORDED MESSAGE PLAYBACK

Agents can pre-record frequently used messages in their own voice and play them during calls to improve efficiency and consistency

Routing

AUTOMATIC CALL DISTRIBUTOR
Calls and other interactions are automatically distributed to the right agents based on a combination of interaction and agent properties

SKILLS-BASED ROUTING
Skills-based routing lets administrators precisely and fairly distribute interactions to agents, targeting the available agents who are best fit to handle the interaction at hand

OMNICHANNEL CAPACITY AND OVERRIDES
A unique agent capacity model used in our BPCC routing engine allows agents to handle multiple interactions of various types with overrides (e.g., calls can override emails)

PRIORITY ROUTING
Contacts who have been identified as high-priority can enjoy shorter wait times—or even no waiting at all—when using our priority-routing feature

SAME REGION (FOLLOW-THE-SUN) ROUTING
Same-region routing helps to keep calls closer to agent teams, with global overflow when no one closer is available or when wait times are too long

PERSONAL ROUTING
Interactions with an identified contact (i.e., a contact identified using data from a CRM) can be routed to the same agent and/or an agent from the same team who previously helped that contact

Omnichannel Scenarios, IVR and Workflow

INTERACTIVE VOICE RESPONSE (IVR)
IVR scenarios are easily defined using our drag-and-drop visual editor

MULTIPLE BUILT-IN INTEGRATIONS FOR DATA ACCESS
A number of data access integrations are available as user-friendly scenario blocks, with point-and-click configuration

RESTFULAPI AND DIRECT DB ACCESS
Web service access via scenario blocks and blocks for direct DB access offer flexibility beyond integrations offered out-of-the box

SMS AND EMAIL CAPABILITIES
Scenarios can send emails and SMS messages for notifications, transcripts, and survey requests, as well as provide confirmation numbers and other written information

WORKFLOW AUTOMATION
After all interactions are finished, many triggers, including call dispositions, can start a workflow scenario that automates processes using scenario-based communi-cation and integration/data access blocks

OMNICHANNEL SCENARIOS
Voice calls, chats, and workflows are driven by the same scenario mechanism, with shared communication and integration/data access blocks

AI, Bots and Cognitive Technologies

AUTOMATED CONVERSA-TIONS USINGBOTS
A number of bot integrations are available, from simple to complex. Bots can connect agents at any time to keep customer satisfaction high

AUTOMATION WITH A HUMAN TOUCH
Bots can connect an agent and an agent can add a bot to a chat conversation to handle simple tasks and frequent requests at any time

INTELLIGENT ASSISTANCE FOR AGENTS
AI systems can be used to track conversations and provide possible replies to agents

SENTIMENT ANALYSIS, TRACKING AND ROUTING
Sentiment analysis across channels allows agents and supervisors to focus quickly on problematic conversations

QUALITY MANAGEMENT AUTOMATION
Our automated QM features help quality management coaches to select conversations requiring attention

INSIGHT ON CHANGES IN CUSTOMER BEHAVIOR
See what customers are talking about, and track changes of subjects over time

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Email Handling

PUSH AND PULL DISTRI-BUTION MODES
Using the email service queue, messages can be either pushed to "ready" agents or placed into a shared queue for assigned agents to pull

SERVICE LEVEL MANAGEMENT
The time remaining before a service level commitment is breached is used to prioritize messages in the queue

KEYWORD AND SENTIMENT ROUTING
Keywords and sentiment values extracted by Natural Language Understanding could be used to route and prioritize messages

AUTOMATIC CASE CREATION AND TRACKING
Each message is kept in a case—a virtual folder that is automatically created and updated—with the history of all communications with all related parties, irrespective of channel

FOLLOW-UP QUEUE
Agents can mark replied-to cases for follow-up, and return to them at a later date to prod unresponsive parties or update customers of new develop-ments

BUILT-IN KNOWLEDGE BASE
A built-in Knowledge Base helps maintain training levels and consistency of replies. Knowledge Base supports full text search, use frequency, and content import and export

Web Chat

POINT AND CLICK WIDGET CONFIGURATION
All aspects of chat widgets, chat forms, and proactive chat can be edited and customized in our intuitive editor UIs without having to code or re-upload HTML chat snippets

PROACTIVECHAT
Using point-and-click configuration, different offers can be popped based on a web page, various other conditions, or in combination

RESPONSE TIMER
A handy visual timer shows agents which customer they are chatting with and how long they have been waiting for their reply

WEB NOTIFICATIONS
Web notifications remind customers about their chat sessions, which helps to reduce customer-abandoned chats

COBROWSING
Customers can share their screens with agents during a chat on a company's website, allowing agents to follow the customer's screen movements and clicks

VOICE AND VIDEO ESCALATION
When enabled, customers and agents can upgrade their chat conversation to a phone call or audio-video call over the Internet at any time

Messaging Apps

LEVERAGING EXISTING APP FOR RICH CHAT
Customers can chat with agents using their favorite messaging app, with the capability to send stickers, files, emojis, and more

RECEIVE CLIENT'S LOCATION
Agents can receive a customer's geographic location, directly in a messaging app

MESSENGER HOPPING
Switch between messenger apps and SMS texts on the fly for seamless conversation continuation

ACCURATE IDENTIFICATION
Customers with known messaging app accounts are automatically identified with 100% accuracy

BOTS AND AI
Messaging apps and web chat can start with and be handed off to a bot. AI-based natural language understanding is used to analyse chat content for sentiment and subject

POINT AND CLICK CHANNEL ENABLEMENT
Messaging app accounts are easily configured by copying and pasting authorization strings into call center configuration

Contact & Case Management

ALL CHANNELS—ONE CONVERSATION
Agents can talk to a person irrespective of the channel or combination of channels used. Calls, chats, and emails can come and go, and the conversation continues

CONVERSATON CONTINUITY
When a call is dropped, a redial will bring a customer back to the same agent who handled the call. When a customer calls the next day, the customer can start by referring to the email they sent earlier

ACTIVITY HISTORY ON CONTACTS
At-a-glance communication history gives agents detailed information about customers, such as the time of the last interaction, transcripts, and notes from agents who handled them

AUTOMATIC CONTACT POPULATION
If a contact is present in a linked CRM, the local contact is created automatically and linked to the source

CUSTOMER COMMUNI-CATIONS HISTORY AT A GLANCE
A customer's complete communication history is organized into cases, which are either open or closed. Open cases show agents the customer's latest activity in its context

CONTACT DATA AUGMENTATION
Supported data append and augmentation providers can help pre-populate new contact data and augment existing contact data with information in the cloud

Reporting & Analytics

SUPERVISOR REAL-TIME ACTIONABLE DASHBOARDS
Supervisors can quickly view metrics about their assigned service queues and campaigns, teams and agents with associated statistics, alerts, and actions, all in real time

WALLBOARDS WITH POINT-AND-CLICK CUSTOMIZATION
Customizable global and personal wallboards display real-time stats, metrics, and other data for agents, teams, and supervisors

OMNICHANNEL REPORTS
Detailed reports include data for all interactions and associated statistics, irrespective of channel

DRAG-AND-DROP REPORT BUILDER
With point-and-click ease, create custom reports by selecting columns to display in each table, saving and scheduling resulting data sets, and more

SCHEDULED AND AD-HOC REPORTS
Run reports by setting parameters on the fly, or schedule periodic deliveries with preset values

3RD-PARTY ANALYTICS DATA ACCESS
Work with data from Tableau, Amazon Quicksight, Zoho Reports, Google Data Studio, Zoomdata, and more

Outbound Voice

ALL DIALING MODES
Predictive, preview, progressive, and manual preview modes let campaign operators tailor dialer for any list quality and/or desired agent engagement

EXTENSIVE LIST SORTING AND FILTERING
Fine-tune lists by sorting and filtering to maximize output, work with multiple call center operations, move records from campaign to campaign, and prioritize hot leads

OPTIMAL CALLING HOURS
Maximize answer probability and compliance with safe calling hours windows linked to recorded area and postal codes

ACCURATE CALL PROGRESS ANALYSIS AND ANSWERING MACHINE DETECTION
Automatically detect when an answering machine or a live person has accepted a call, and know when to leave messages and when to connect live callers to agents—all while staying in compliance and maintaining a high predictive connection rate

RIGHT PARTY CONTACT
With predictive permission based dialing, agents reach the correct party every time, thus increasing agent utilization and decreasing call abandonment

DYNAMIC CALLER ID ASSIGNMENT
Improve the likelihood of a call being answered when dialing from phone numbers close to the target. The caller ID is specified automatically or defined per list record
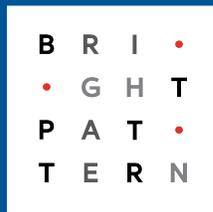
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Bright Pattern's cloud contact center software simplifies omnichannel customer service for customers, agents, and contact center managers. Bright Pattern's cloud contact center solutions are used globally in over 26 countries and 12 languages by companies of all sizes.

WORKING® SOLUTIONS

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Working Solutions LLC is a business process outsourcer providing customer service, sales, support, and flexible business continuity. Tapping into a vast network of brand associates across all North America, Working Solutions specializes in accelerated ramp-ups due to disasters or increased demands.