Digital engagement is nothing new. The need for multiple channels has been part of the contact center industry for quite some time. But customers now not only need multiple channels to engage with you, they expect them. Make it simple for your customers to connect with you on the channels they prefer with the freedom to choose from multiple digital channel options. Empower connection with Alvaria Multichannel Outbound and Inbound Queuing to provide customers with the answers they need and agents with the tools they need to leave a lasting impression.

Key Differentiators

**Simple Multichannel Options**
Provide robust channel options for customers who want quick answers without speaking to a live agent. Give them all the channels they need to efficiently get to the bottom of any issue while still providing a personalized connection that makes an impression.

**Intentional Routing for Inbound and Outbound Engagement**
Let’s face it, sometimes customers still want to speak to an expert. For more complex interactions that require a live agent, leverage intelligent routing – including priority queuing – for both inbound and outbound engagement.

**Maximized Agent Productivity**
Make the most productive use of agent time and turn them into a “full stack” brand advocate. Take advantage of Alvaria Multichannel Routing & Inbound Queuing to deliver more great customer connections with the ability to quickly switch between inbound or outbound activities.

**Unified Context & Real-Time Reporting**
Customers expect agents to have context about them regardless of whether they come to you or you’re reaching out to them. Utilize a unified history of contacts including previous communication and real-time reporting for both inbound and outbound activity so you can always provide an insightful connection.
Key Components and Features

Simple Multichannel Options
Self-service shouldn’t be complicated – that’s the point. Provide simple multiple channel options to make it a breeze for your customers to get the answers they need fast.

- SMS/text so customers can access information and receive notifications on the go
- Mobile and disposable apps help connect customers to rich, secure content so they can receive alerts and get things done faster
- Social media messaging for customers who prefer to shop or ask questions on their favorite social media channels
- Webchat for customers who want quick answers to common questions without calling in
- Email for customers to get resolution for non-urgent matters
- Voice channel option available through an IVR so accessing information and completing simple tasks can be done through easy-to-use self-service menus

Intentional Routing for Inbound and Outbound Engagement
Connect with customers quickly and thoughtfully with the ability to define how contacts enter the queue to help control wait times during busy periods. Leverage thoughtful priority queuing levels for all inbound and outbound communications channels to always connect the right agent, on the right channel, to the right customer.

- Skills-based routing defined by multiple skills or proficiency levels
- Priority queuing with automatic adjustments for defined service levels and the ability to define contacts by program using DNIS detection
- Unlimited number of simultaneous inbound programs as well as the ability to manage hundreds of in-production outbound groups simultaneously
- Previous Agent Routing can be used to help connect customers to employees who have previously provided them service

Maximum Agent Productivity
Give agents the tools they need to deliver memorable customer connections whether inbound or outbound. Make the most of agent time and provide intuitive tools to transform them into the brand advocates your customers trust.

- Intuitive desktop builder tools to create new scripts quickly and easily without advanced programming
- Flexible desktops with point-and-click navigation and easy access to call tools, assignable by campaign so agents spend less time searching for information or functionality they need
- Voice, busy, disconnect, and no answer detect, answering machine and detection with automated messaging so agents spend their time on real connections
- Variable call pacing with tunable parameters that sets agents up for increased right-party connects
- Dropped call retrieval so agents can always reach back out to provide answers
- Conference calls with up to three lines plus call recording so everyone gets the resolution they need
- Internal and external call transfers so agents can always find the right person to resolve any issue
- Agent callback scheduling so agents can deliver answers when customers expect
- Floating agent and manager stations so help can jump in when needed at a moment’s notice
- Announced queue wait-times to keep customers informed
- Interactive voice response (IVR) functionality to enable customers to self-serve simple questions and easily connect with a live expert for complicated ones
- Custom on-hold messaging by program to deliver important information to guide customers to the answers they’re looking for without agent intervention
- Agent monitoring and coaching either side-by-side or remote with listen, coach, and barge modes with station mirroring so agents have a helping hand when they need it most
- Protect your employees from harassment with the ability to identify and block selected inbound ANI
Unified Context & Real-Time Reporting
Impress your customers by connecting with them using context and data. Leverage Alvaria Multichannel Outbound & Inbound Queuing to provide agents with a detailed history of every contact they interact with and use real-time data to ensure you’re always providing the best connection possible.

• Database-driven screen pops for all the context agents need to make a positive impression
• Dynamic inbound program and resource management to move, add or change programs or center resources to provide better customer connections on the fly

• Real-time inbound queue supervision and reports with contact routing and tracking and length of time in queue to ensure you hit your critical SLAs
• Real-time reporting and exception notifications for outbound campaigns to drive data-driven and compliant proactive outreach

Key Benefits
• Provide your customers with robust, multichannel options so they can get the answers they need on the channels they prefer
• Leverage thoughtful and powerful inbound priority queuing to ensure the right customers are contacted at the right time and on the appropriate channel
• Use skills-based routing to connect customers with the right agents to resolve their issues
• Leave a lasting impression on your customers and reduce frustration by reaching out with context and data

• Shrink average speed to answer and decrease telecom costs for inbound outreach
• Increase right-party connects and reduce costly compliance risk for proactive outbound engagement