

## Powering the Connected Customer Experience

Deliver a consistent customer experience across all channels

### Omnichannel management, integration and an intuitive single view desktop

With eLoyalty's omnichannel solution, powered by Upstream Works® for Finesse, you can transform your customer and agent experience with our web-based omnichannel desktop, enhancing Cisco® Finesse with user-friendly gadgets, interaction activity, history and context to manage the customer journey. In addition, adaptive and seamless integration capabilities allow organizations to extend the business value of existing investments, including easy integration with CRM platforms such as Salesforce® and Microsoft Dynamics®.

### Omnichannel is more than email and chat

Our solution goes beyond email and chat to bring all channels into the contact center for a true omnichannel solution, including digital channels such as social, co-browse, video and ANYTask. You can deliver a unified and continuous customer service experience with routing and blended queues for every channel.

### Elegant single omnichannel desktop with gadgets

The intuitive, consistent and unified interface is easy to navigate, seamlessly integrating with any business application for an all-in-one workspace. Agents benefit from knowing the customer's journey and having tools and information at their fingertips to help them do their jobs effectively and efficiently.

### Key gadgets bundled within the single desktop suite:

**Marquee:** A scrolling information display that can show omnichannel queue stats and broadcast messages.

**Task Bar:** A unified display for presentation and management of all tasks, providing a preview of the incoming contact with context.

**Interactive Capture:** Simple application screen pop to display contact data, capturing the Who/What/Where/When/Why/How for the current contact.

**Interaction Activity and History:** Displays customer interactions, both in-flight and historical, for current contact with full context and easy navigation of media and transcripts.

Supervisors have additional desktop features, equipping them with performance insights and tools to easily manage agents, teams and tasks on-the-fly.

### Key Benefits

- Simplified, single view omnichannel desktop
- Personalized service experience with interaction activity, history and context
- Seamless integration with business apps
- Granular reporting and analytics
- Advanced management and communication tools
- Scalable to add channels as you go

## Seamless Integrations

- Blended contact center workspace
- Leverage current and legacy applications
- Simple all-in-one license

## Interaction activity, history and context

- Easily see and manage all tasks in progress for current customer, including current digital tasks in queue and all tasks assigned to agents
- Configure displays to filter and sort information
- Easily navigate conversation transcripts/media
- Perform visual queue with “cherry pick” feature
- Utilize intuitive interface for parked/active task management
- Execute complex search functions
- Export data for analysis and review

The screenshot displays the eLoyalty agent workspace. At the top, it shows the agent's name 'Agent Den Smith (93312) - Extension 19117' and a 'Talking' status. Below this, there's a reminder: 'Reminder: Offline training to be completed by Feb, 1st!'. The main workspace is divided into several sections:

- Contact Information:** Includes fields for Name (Jessie Tardiff), Contact ID (54321), and various contact details like phone number, email, and address.
- Interaction Activity:** A table showing current and past interactions. The 'In Progress' section shows a 'Parked' interaction on 'Wed Jun 25 2017, 11:18 AM' with an elapsed time of '05:03:43'. The 'Interaction History' section shows a list of past interactions with columns for Date, Agent, Contact Name, Type, and Contact Reason / Detail.

Date	Agent	Contact Name	Type	Contact Reason / Detail
Wed Jan 25 2017, 10:58 AM	Ben Smith	Jessie Tardiff	Members	General Inquiry
Fri Dec 16 2016, 4:09 PM	Alex Aguiari	Jessie Tardiff	Members	Personal Inquiry
Wed Nov 23 2016, 9:31 AM	Ben Smith	Jessie Tardiff	Members	Personal Inquiry

## Seamless Integration and workspace for all applications

The eLoyalty omnichannel solution provides desktop integration for all applications, back-end systems, business applications, and CRM platforms with single point of integration of application screen pop, click-to-dial, data exchange and more.

## Management simplicity, reporting and analytics across all channels

Our solution comes with out-of-the-box comprehensive omnichannel reporting and management tools such as CUIC or SSRS-based reports channels, interactive gadgets for performance insights and task management capabilities.

## Transform your omnichannel interactions

eLoyalty offers you an elegant solution to simplify management and connectivity of your omnichannel interactions. Let us help you reach new heights in delivering the efficient and personalized customer journeys expected by today's customer.

### Why eLoyalty

eLoyalty, a TeleTech company, was the first North American partner to achieve Cisco HCS Certification and Contact Center as a Service Designation, has received the Cisco Advanced Technology Partner Certification for Contact Center Enterprise and Customer Voice Portal, and the Cisco Customer Satisfaction Award every year since 2007. We are the only Cisco Cloud Partner offering a solution with this type of increased flexibility and capability incorporated directly into the HCS platform. With a 95 percent client renewal rate, eLoyalty has proven itself a deserving partner as it helps chart customer experience technology roadmaps, implementing cloud systems to provide safer, faster, smarter, and more agile service interactions.

### Contact eLoyalty

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