



HIGHLIGHTS

- Proven Application with out-of-box capability to manage contact center server objects
- Full breadth and depth of Genesys Configuration management Environment
- Advanced capability to capture highly proficient agent skills
- Allows you to achieve business goals and provide consistent CX Maturity
- Centralized administration of agent workflow at business user level
- Enables quick turnaround of contact center object changes

Pointel DCCM

IS YOUR CONTACT CENTER ADHERE TO ON-DEMAND SERVER OBJECT CHANGES?

Dynamic Contact Center Manager (DCCM) is an undemanding browser based application platform designed exclusively for the contact center managers / supervisors. This utility facilitates role based access to the objects & manages configuration server objects like agent skill, capacity rule, and holiday hours dynamically. It can also perform skill changes & accumulate changes robotically.

Key Features

- DCCM has the practice of providing role based access to users & can be created within 30 seconds
- Advanced User Control - User access can be controlled at a more granular level
- Administrators are capable of assigning modules as well as corresponding objects like skills, templates, capacity rule, transactions and holiday hours to the role
- Genesys Configuration Server based Authorization, user credentials need not be maintained separately
- Allows access to particular keys/variables for the parameter
- Capable of assigning user friendly names, data types, range of values and user help hints to the variables
- It also provides the pre-defined values for the variable instead of entering the own value
- Ability to provide the history of changes along with user notes for each variable and for every modification
- Ability to assign / remove a single skill or multiple skills to multiple agents
- The agents and their skills are displayed as a matrix outlook
- Ability to capture the skill profile / template and allows to apply the template to selected agents
- Provides access to non-role user who can apply the template himself
- The user can see their recent activities
- The skills and parameter changes can be done by manual and on schedule basis
- Ability to report the current and completed jobs in detail. It allows deleting, pausing and rescheduling of jobs

Key Benefits

- Enhance your business bottom line by providing guidance to agents with relevant knowledge, templates and capacity rules
- Improves the agent productivity for resourceful delivering
- Enhance your customer satisfaction with high quality customer service
- Dynamically manage your contact center performances that ensure to gain your customer loyalty