



## HIGHLIGHTS

- Single sign-on for windows and Softphone application
- Reduce agent call handling time through screen-pop up.
- Single integration point for media types such as ( Voice, Email, Chat )
- Improve multi-channel adoption and agent content visibility
- Improve agent productivity
- Integration to various CRM/ERP packages, Siebel, Salesforce, SAP Adapters and Software SDK's
- Decrease tier-2 escalation
- Leverage a unified agent desktop

## Pointel SoftPhone

### UNIFIED MESSAGING TOOL TO IMPROVE AGENT PRODUCTIVITY

Agents can save their significant time on resolving the customer expectations effectively through our unified enterprise application "SoftPhone". SoftPhone allows you to easily manage your customer interactions as the customer information pop ups on the desktop screen. SoftPhone is the web based application that provides contact center agent's status information like login, ready, not ready, logout and exit. Simply deploy the application and experience the standard SoftPhone features that enhance your customer and agent experience.

### Key Features

- The pointel SoftPhone pop ups information of customer on the Agents desktops in real-time. Users can able to set their status Ready/Not-Ready with reason codes. Reason codes are customizable based on the user needs.
- The simple GUI contains interactive display with soft buttons that makes easy accessibility that you expect from your desk phone, which ends with providing less training to agents that saves time and money.
- Agent can able to handle interactions with customers through various channels like Voice, Email, and Chat.
- Easy integration with CRM packages that provides flexible, comprehensive solutions to understand your customers ensuring right solutions were delivered at right time. Unique agent desktop with adaptable and customizable features enables to meet your business needs.

### Key Benefits

- HASSLE free, deployment and maintenance.
- Scalable and Reliable solutions to customers that enhance business goals.
- Minimum training required for agents that saves time and money.
- Reduce manual work with integrated third party applications.
- Maximize Agent productivity with auto answer feature.