Enghouse Interactive

Web Browser Plug-in

REDUCE AGENT HANDLING TIME AND DELIVER SUPERIOR CUSTOMER SERVICE.

Save time on every call and take your customer service levels to new heights. Enghouse Interactive's Web Browser Plug-in allows agents to process calls faster and more efficiently.
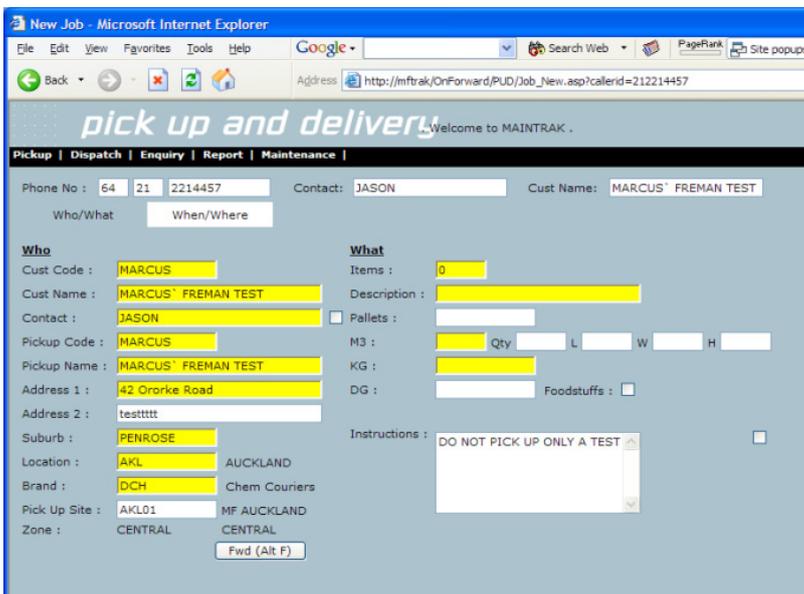
Overview

Industry studies show that screenpops shave an average of 15 to 20 seconds off every call. This adds up to significant savings each month, giving contact centers the ability to handle more calls or schedule fewer agents. Even more importantly, it allows your agents to project a more professional image of your organization.

The Enghouse Interactive Web Browser plug-in provides integration with your web based application - either a proprietary homegrown, or off the shelf product.

Benefits

- **Reduce call times by 10-20 seconds** with a faster, more personalized service - agents have the customer's name and other details available to them before they answer the call.

- **Reduce customer frustration** created by agents repeatedly asking them for the same information each time they call.

- **Lower talk times and reduces wait times** in the queue - improving customer satisfaction.

- **Increase the accuracy of your customer records** by presenting them to your staff for updating every time the customer calls.

74% of business leaders say **improving the customer experience** is a high or critical priority

57% of companies can relate improving customer experience levels to **revenue/profit growth**

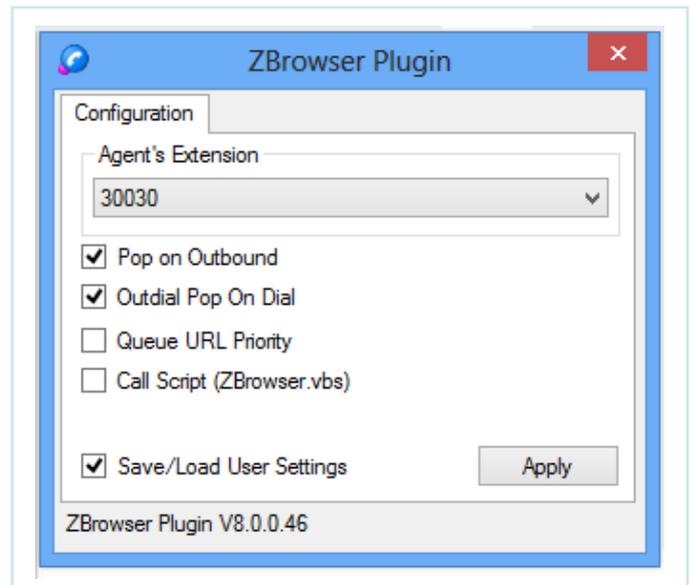Customer experience management is a **top investment target for CIO's** over the next 5 years

Customer experience is a top **strategic performance measure**, but has now fallen for 4 years in a row

How does it work?

The caller is identified using Caller ID or by their Customer Number which Enghouse Interactive's Communication Center (EICC) can prompt them to enter. When the call arrives at an agent's extension, Web Browser Plug-in launches the web browser (IE6 or greater) with a specifically constructed URL containing the Calling Line ID (CLI) or Customer Number. The Web Browser then automatically populates the customer contact screen with the caller's details. Enghouse Interactive's Web Browser Plug-in has been specifically designed to work with web browser based applications.

Web Browser Plug-in captures the CLI or Customer Number associated with the incoming call and uses it to 'pop' the customer's browser based CRM screen complete with the customer's details from your database.

ZBrowser Plugin

Configuration

Agent's Extension

30030

☑ Pop on Outbound
☑ Outdial Pop On Dial
☐ Queue URL Priority
☐ Call Script (ZBrowser.vbs)

☑ Save/Load User Settings   Apply

ZBrowser Plugin V8.0.0.46

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi-channel contact center, self-service, attendant operator consoles and workforce optimization. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and even hybrid requirements.