

Increase contact centre agent efficiency.

Web Impresario desktop solution from Bell

The solution

Web Impresario is a Web-based, contact centre agent desktop application that provides a dynamic screen pop environment to enhance ACD-based and CTI-enabled contact centres. Offering unparalleled features to increase agent efficiency, Web Impresario collects and shares call information to be routed to the appropriate agent. It facilitates and accelerates the integration of the Cisco, Genesys, and Nortel CTI solution into any contact centre environment, no matter how complex.

Benefits

- Access to key customer information via screen pop
- Save time and increase efficiency using Global Address Book

- Improved communications via Supervisor-to-Agent Messaging
- Direct access to real-time agent statistics
- Increase cross- and up-sell using Agent Scripting
- Reduce number of call transfers because Agent Chat allows agents to consult with each other
- Leverage call reason and call notes to facilitate reporting and decision making

Features

An ergonomic interface provides agents with key customer information for a rapid response to all queries. The soft phone included in the agent desktop application supports all basic telephony functions including Ready, Not Ready, Hold, and Conference.

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Key	Value	Key	Value
OrigAddress	2544	int	2544
connid	009201b2f14c100f	thisfn	4028
location	TServerSuccession/6		

Priority	Message	Expiration	Sender
↓	Bonne priarite.	Never expires	AgentB
	Voici un autre msg.	Never expires	AgentA
!	This is another message...	Never expires	AgentA
	Mh: ceci est un message.	Never expires	AgentB

← The Web Impresario soft phone allows agents to perform actions such as receiving, conferencing, and ending phone calls

← The client file screen pop appears when the agent receives a call

← The messaging section allows agents to contact one another, for example to give information while transferring a client



Other features include:

- Screen pop
- Agent statistics
- Urgent transfer
- Call tagging
- Call codification
- Not ready reasons
- Web Pop-up
- Supervisor-to-agent messaging
- Agent Scripting
- Global address book
- Presence in address book
- Contact history
- Click to chat in address book
- Transfer and conference comments
- Online help
- SSO support through NTLM
- Supports Mobile Agents
- Can control screen on agent's phone set
- Click to chat with the transfer or conference source

Why Bell?

Expertise

- More than 3,000 network engineers across Canada
- Our understanding of operational requirements translates into comprehensive technological solutions
- A portfolio of world-class products from selected partners
- Certified contact centre and network specialists

Execution

- 99.999% core network availability - guaranteed
- 80% of Canadian Internet traffic runs on a Bell network
- National and global Tier 1 IP backbone
- Built-in redundancies for backup reliability
- Implementation of more than 500 contact centres
- More than 55,000 IVR/speech recognition ports in production

For more information visit bell.ca/enterprise, or request to be contacted by a Bell representative at bell.ca/contact-enterprise.

