Eptica Enterprise Agent™

Extend email customer service across your enterprise

Centralizing customer service within contact centers can create barriers between the customer and the enterprise that make it difficult to deal with specialized enquiries effectively.

Certain complex or high value enquiries, for instance, often require the help of a business specialist or the company's sales channel and that means agents need to send them beyond the confines of the contact center. But with no way to track these emails, how do you know whether they have been successfully resolved?

This can result in poor service and frustrated customers, putting customer retention at risk. And it can stop potential sales in their tracks, restricting business growth and hiding opportunities for cross- and up-selling.

The answer is to use Eptica Enterprise Agent. This sophisticated email response system ensures that the best people across your entire business can deliver excellent email service to customers.

With intelligent routing and flexible workflow capabilities, Eptica Enterprise Agent allows organizations to design more effective customer service journeys for specific types of enquiry. It automatically determines whether an enquiry should be dealt with by the contact center or an enterprise expert, routing the email to the best person to resolve it.

Importantly, it maintains the customer interaction history for every enquiry: now you can track, trace and respond more quickly to customer email correspondence – across your business.

Customer experience is the responsibility of everyone within the organization

Benefits

✔ Identify and seize potential sales opportunities to cross-sell and up-sell to customers, based on their complete customer service history

✔ Deliver more effective service to customers by ensuring all enquiries are resolved through to completion and customer satisfaction

✔ Gain unparalleled business intelligence through tracking and tracing of all customer service interactions

✔ Start using Eptica Enterprise Agent with ease with no need for technical or customer service training

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Eptica Enterprise Agent offers excellent benefits to businesses across a range of sectors, including:

Banks to boost sales and bring customers closer to their branch and financial advisers

Insurers to improve communications between customers, brokers and underwriters, and help accelerate the underwriting process

Travel agencies who can record and track all branch email enquiries, escalating them as appropriate and responding more rapidly to customers

Retailers to track all email enquiries between ecommerce sites, stores and contact center to ensure no sales opportunities are missed

Any organization that wants to ensure email service is more effectively handled when it extends beyond the confines of the contact center

Extend email customer service into across enterprise

Increase sales by enabling your whole enterprise to engage in customer service

User Features

- Simple and intuitive user interface supported by comprehensive email management productivity tools – no specialist training required

- Integrates with existing email systems and other back office systems

- Powerful linguistic search engine provides customizable 'best answer' responses for each email enquiry

- Advanced collaborative tools, enabling staff to process customer requests efficiently in a business environment (including review, approval, forwarding and delegation of questions to other specialists)

- All messages related to the same topic are grouped in a single case for improved traceability

- Provides email alerts to Enterprise Agents, who link to the enquiry via a secure login

- Consolidates all previous customer interactions together for a complete view of customer history

- Links directly to self-learning customer service knowledge base and library of document resources

- Dedicated reports for managers providing business intelligence and service level tracking of every enquiry

Technical Features

- Complete track and trace visibility of every interaction

- Sophisticated, configurable, automatic routing and workflow

- Integration with IT infrastructure, CRM systems and corporate email directories

- Name routing, providing different workflows and response treatments for different enquiries

- CRM shortcuts using, for example, customer name, branch, account number to open enquiries at specific functions such as customer history

- Prompts adherence to customer service SLAs through automated alerts

- Secure authentication to guarantee safety and confidentiality

- Compliance audit trail and archiving of all correspondence

- Available as Software as a Service (SaaS)

- Scalable solution to millions of inbound customer interactions for organizations between 5,000 and 50,000 users