



# OpenScape Contact Center Customer Collaboration Solutions

Improve customer service, sales, and support by collaborating with customers like never before

## Brief Overview

OpenScape Contact Center Customer Collaboration Solutions allow agents to deliver better service, support, and sales.

## Key Features

- Intuitive agent and customer interfaces
- One-click application launch
- One-click media morphing (from chat to voice to web to video)
- Password protected collaboration sessions
- Secure Connect Service: secure 256-bit AES encrypted sessions that cannot be decrypted on the server
- Customer does not need to install any software on their PC to join a session
- Customer controls whether to join the session and which applications to share

## Collaborate with customers to dramatically improve the customer experience and exceed customer expectations

Over the years, customer expectations with respect to service and support have steadily increased. Yet, many contact centers haven't been able to keep pace with rising expectations. Companies of all sizes and across all industries must be prepared to deliver on elevated customer demands.

OpenScape Contact Center Customer Collaboration Solutions can change the playing field by allowing you to dramatically improve your customer experience while lowering operating costs.

Customer service and IT helpdesk costs can be lowered by:

- Shortening problem resolution times
- Reducing escalations
- Eliminating follow-up work
- Reducing unnecessary call backs that decrease first contact resolution (FCR) rates

It's well known that improved customer service contributes to improved brand loyalty, positively impacting future sales and profits.

Customer collaboration can increase close rates, shorten sales cycles, lower web site shopping cart abandons, and increase repeat purchase opportunities.

## Agent-to-customer interactions

Allowing agents and customers to share their screens introduces a whole new paradigm for collaboration. Additionally, by allowing customers to see live video of your agents, a new level of trust and relationship-building can be achieved.

OpenScape Contact Center Customer Collaboration Solutions provide a variety of tools to help you delight your customers with exceptional customer service:

- Desktop screen sharing
- Chat
- Co-browsing
- White-boarding
- Form filling
- Application sharing
- Remote PC control
- File exchange
- Live desktop video

# Flexibility, Scalability, Reliability, Security

Build customer relationships through secure web collaboration



Collaborating with customers is simple. Agents launch a session with one click during a call. Customers are sent a link via email or chat to join a web collaboration session, and when they click on the link, that's it – instant web collaboration. Agents can invite others to join, too – another expert to help a customer perhaps – and add password security if needed.

Once the session begins, the agent interacts with a customer in a variety of ways. Sales agents co-browse with customers to close sales faster, and even help them place online orders. IT Helpdesk agents see customers' screens and take control remotely to fix PC problems faster.

## Secure interactions

In this day and age, privacy and security are paramount. That's why our OpenScope Contact Center Customer Collaboration Solution is built around the most secure web collaboration technology in the industry.

*"OpenScope Contact Center Customer Collaboration is the only solution of its kind featuring Secure Connect Service (SCS). Unlike competitive solutions, SCS prevents hackers from viewing collaboration content on Web servers by enabling data-encryption between clients and Web Collaboration Servers."*

Michael DeSalles  
Frost and Sullivan

With every collaboration, customers enjoy better service and more personal attention. The results? Happier customers and higher first contact resolution rates.

## At-a-Glance

- Web-based co-browsing that works with all browsers and operating systems
- Supports mobile clients
- Leaves no residual software on the customer's PC
- Secure agent-to-customer connections that give customers ultimate control
- Flexibility and scalability
- Supports a variety of languages
- Ability to record customer interactions
- Video capable
- Integration toolkits that support customization/extension of functionality
- Supports a variety of customer experiences: Customer Service, Sales, Tech Support, IT Helpdesk, etc.

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