

Lokulus integrates multiple channels into a single, cohesive customer interactive solution to improve the quality, consistency, diversity, and efficiency of customer service.

Our multi-channel support dramatically reduces the usually high cost of providing customer service across many different contact channels.

Overview

Seamlessly unify all channels under one solution.

Call Handling	Email	SMS
Web Forms	Web Chat	Social Media
Documents	SDX	Whitemail

Whatever the channel, we manage all interactions in the same way, resulting in work being routed to a suitable agent. The channel simply defines which gateway the interaction will be passed through as it enters our system.

Channels

Call Handling: When only a phone call is good enough, rest assured that your team's time will be used most effectively, the route to resolution will be smooth, and as much of the telephony process will be automated as possible. See the *Telephony* fact sheet.



Email: Our smart platform recognises whether an email is positive or negative, a complaint or query, and decides where to direct it.

SMS: We support bi-directional text messaging.

Web Forms: For pages accessed on a browser, such as our Contact Us form in Self-Service.

Chat: Our chat solution understands the real-time availability of human resources and won't keep customers waiting if no one is available.

Social Media: Social messages and tweets are handled in the same way as traditional channels.

Documents: Automatically receive information from scan devices. Document images are treated with the same velocity as digital interactions.




SDX: Secure Document Exchange ensures confidential data is managed and transferred safely and securely.


Whitemail: For occasions when only good old-fashioned paper will do, we will oblige.


Enhanced Customer Support

Put the customer at the centre of your offering by managing channels in the Lokulus way:

 Keep up to date and adapt to whichever channel your customer wants to use. Additional channels can be configured as needed.




 Prevent them from having to repeat themselves by keeping all information in the same place, even if across different channels.


 Accelerate handling times so your customer doesn't have to wait long for help by providing agents with a simple, practical view of channel-specific information and customer history.

Maximise Agent Potential


All interactions display on the same agent desktop regardless of channel, alongside any immediate or historical information about the customer. This maximises your agents' potential:

 Improve consistency, quality and efficiency of agent interaction by reusing standard processes.

 Reduce agent training costs by standardising your approach and interface across channels.

 Boost agent utilisation by making your staff capable of working across channels.



 Provide a personalised response using information stored about the customer whether their last interaction was done on the same channel or not.

Workforce Management

You can control which agent groups have access to what types of work, including which specific channels. Equally, you can configure access rights so that the same agents can work on multiple channels. You can also set up secondary profiles to help cope with peaks in demand. See the *Workforce Management* fact sheet.