

Customer telephone enquiries are treated in the same way as all other inbound interactions: fully integrated in a streamlined business process that manages the enquiry through to resolution.

Lokulus integrates call handling technology to make the journey to resolution as simple as possible, for both the customer and the agent helping them. When the phone rings, the caller's number is cross-checked against existing customer information and their details are displayed before the call is even answered.










Customers need not repeat themselves unnecessarily and time is saved for everyone involved. Everything the agent needs to complete the call is available at their fingertips, through the call handling screen on our agent desktop.

Agent Experience

When an agent's phone rings, the call handling screen automatically displays. Assisted by our task-oriented unified agent desktop, they then complete the call. Typically, after the call, the ACD will allocate a defined period for after-call work before delivering another call to the agent. The time spent doing this is captured in the handling time statistics for the call.



The call handling screen includes:

-  **Full customer case and contact history**, across all channels, is displayed.
-  **Persistent storage of data and notes** against the work item, case, or customer.
-  **Integrated knowledgebase and content repository** so agents can quickly access relevant materials to use in their responses.
-  **Warm transfer of the call to another agent**, where the agent is selected, requested and offered the choice to accept or reject the call.
-  **Agent scripting**, a context-sensitive user interface using dynamic scriptable data forms.
-  **Integrated reporting**, with which you can also run telephony-specific queries.
-  **Integral case management**, so customer satisfaction and first-time resolution rates can be measured and improved.

The Technology

We use Automatic Call Distribution (ACD) to route calls to agents, and Computer Telephony Integration (CTI) to connect phone calls to their computer. Agents can call, hang up, hold, and transfer directly from their screen.

Customer Relationship Manager

Our CRM automatically uses customer interactions to build a single customer view. Customer calls are presented to the agent with their full customer contact history, complete with customer and case summary data, notes, and status from previous interactions.

CTI Gateway

Calls use the CTI Gateway. When a customer calls and the ACD routes the call to an agent, the inbound work passes through this gateway, along with any relevant IVR data, into our system for enrichment and to the agent's desktop. Mondago is our preferred technology for CTI integrations.



Routing

Whereas Lokulus queues and routes all non-voice calls and tasks, the telephony ACD is responsible for routing calls. The ACD informs our Resourcing Agent, REG, of call events then, whether they are abandoned, closed, or transferred, the system is updated. Even if the call is abandoned before it reaches the agent, the interaction is still logged. You can set up steps for further action, like an automatic callback or text message, using the customer's information by configuring the workflow process.

Unified Solutions

Our single solution approach to multi-channel support allows a low-risk, low-cost route towards full contact centre unification.



Agents use the same desktop, knowledgebase, customer view and business process across all channels for efficiency, cost-reduction, simplification of work and a smoother experience for both agents and customers.