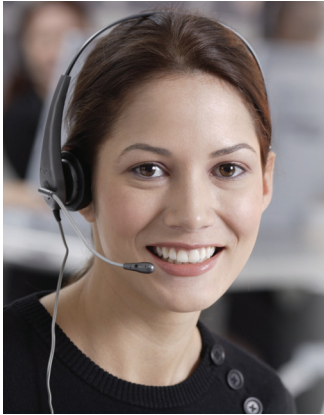




## **Empowering Agents and Satisfying Customers**



*iAgent™ brings the concept of "computer telephony integration" to the iSeries/i5. From small centers with a few CSRs to large call center requirements, iAgent™ delivers improvements to customer satisfaction, call processing and CSR (agent) productivity. Computer telephony integration generally refers to the ability to identify a caller and route them to a live agent and ensure the agent is available and has the necessary information about the caller to service their needs in a personalized, expeditious and professional manner. iAgent offers the advantages of CTI in a solution designed exclusively for the iSeries/i5.*

### **Integration is the key**

As a key component of the iNspire Call Center Suite™, iAgent has been designed as an iSeries/i5-centric solution. As such, iAgent provides a call center management solution that allows your organization to control the design, development and deployment of call control applications using native iSeries/i5 programming techniques. Therefore there are no integration requirements; iAgent delivers a homogeneous iSeries/i5 solution!

As a result of our iSeries/i5-centric design, the tasks of adding a new campaign, adding agents, or even changing the information displayed on iAgent screen pops are simple iSeries/i5 tasks. Or, if you want to review call center reporting, just access the up-to-the-moment statistics that are kept directly on the iSeries/i5 from the iAgent menu.

### **With iAgent, integration is built-in**

iAgent works through a cooperative "call-control" between our integrated iVoice™ Call Management Server and iAgent's iSeries/i5-based call management software. The iVoice Call Management Server answers incoming calls and can service a variety of caller information requests automatically, using the integrated IVR self-service capabilities. However, when callers request to be transferred to a live person iAgent steps in. With knowledge about the caller already collected, iAgent identifies an available agent with the skills to assist the caller and executes a call transfer with a screen pop to the agent's workstation. iAgent controls ensure that an agent is ready and waiting for the caller. The result is a dramatic improvement in customer satisfaction, because callers receive personalized service, enter data to the system only once and are assisted more quickly by a knowledgeable staff member.



*iAgent is a component of the iNspire Call Center Suite™ – The iNspire Call Center Suite leverages the power, flexibility and reliability of the iSeries/i5 to deliver cost-effective telephone self-service and call center solutions that are entirely managed and controlled from the iSeries/i5.*





## ***iAgent enables the features that iNspire results...***

### ***Design Services***

iMessaging's programming staff provides everything from training and systems design to complete deployment services for your call center and automated self-service requirements. With extensive experience in iSeries/i5 and telephony application design, our team is ready to help you get up and running quickly and efficiently.

### ***Corporate Background***

iMessaging Systems strives to be the leading provider of automated customer service solutions to the IBM iSeries/i5 market. Quality, support, value and the effective use of leading technology are the cornerstones of our approach. iMessaging provides a complete range of services, including installation, training and aftermarket support to ensure trouble-free operations.

- Customized screen pops deliver the data your agents need to personalize and service every caller. The screen pop may be existing application screen(s) or screen(s) customized with data needed to service the caller.
- iSeries/i5-based ACD Queue to manage callers and call routing. In fact, iAgent supports two methods of call queuing: **Automatic** and **Selection**.
  - Automatic** is a "push" model whereby agents receive calls and associated screen pops automatically, based on iAgent queuing metrics.
  - Selection** queuing means that agents may access the queue directly from the iSeries/i5. Agents have visibility to authorized calls and associated information about the call, such as CallerID, information collected by iVoice IVR or data within the caller's iSeries/i5 record.
    - With Selection queuing, the agent has the ability to "select" which call to service based on what they see in the queue.
- In-Queue status messages allow you to control the announcement of messages informing callers of their position in queue and wait times. These messages can be provided at a frequency that matches your requirements.
- Music-on-Hold and promotional messages allow you to customize your caller's experience while waiting in queue.
- The iAgent directed dialer offers services that automate agent dialing. In addition, dialing may be integrated with iSeries/i5 applications and screen pops technology to further enhance agent productivity.
- Placeholder, giving your callers the ability to leave a voicemail and exit the iAgent queue, while maintaining their position in queue. Once the call reaches first position, the agent is presented with a screen pop requesting a return call.
- Campaign management to define agent skills. iAgent allows your organization to establish as many campaigns as your center requires, with each campaign defining a functional purpose and each function ultimately relating to a specific agent skill.
- Call routing based on CallerID, ANI, DNIS or information the caller has provided to the system through the integrated iVoice IVR capabilities.
- Detailed iAgent iSeries/i5-based metrics statistics including login/logout, busy, idle, leave, wrap-up and absent-without-leave (AWOL). In addition, many other reporting views are available, all from iSeries/i5-based menus.
- And much more...



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