

CARiNA

Wrap Up Manager

Real Time Business Analytics
At Your Fingertips



DELIVERING EXCELLENCE THROUGH TECHNOLOGY



ComputerTel



“ Wrap-Up Manager provides specific instant information about the outcome of a ‘phone call by utilising data made available via the ‘phone switch. ”

KEY BENEFITS

- It helps to identify lost sales opportunities by cross referencing the call outcome wrap-up codes to rapidly turn around this information to a beneficial outcome.
- To examine call outcomes to improve cross-selling of other products and services or instantly alter sales or marketing campaigns and Strategies.
- To Measure productivity levels by time frames or department areas and plan or measure effectiveness of campaigns.
- To Instantly measure Customer Satisfaction and Customer expectation Levels.



How Does It Work?

At the off set of a call, the recording start event is used to write the call details onto the central SQL database.

The software identifies the relevant agent and initiates a popup on the agent’s screen. At the end of the call the agent inputs the client reference number and selects the appropriate wrap-up code. This is then written back to the central database against the appropriate call details, as well as back to the recorder database for fast searching and retrieval of calls.

The popup screen can also be integrated to your central database to provide confirmation of the validity of the client reference code.

Wrap-Up Manager provides specific information, tailored and coded to meet your requirements, about the outcome of a telephone call. Utilising data made available via the telephone switch, that identifies caller details, a screen- pop is activated containing default information fields relating to specific aspects of the call outcome. This can be presented either automatically or completed by the agent at the end of each call.

Knowledge Is Power!

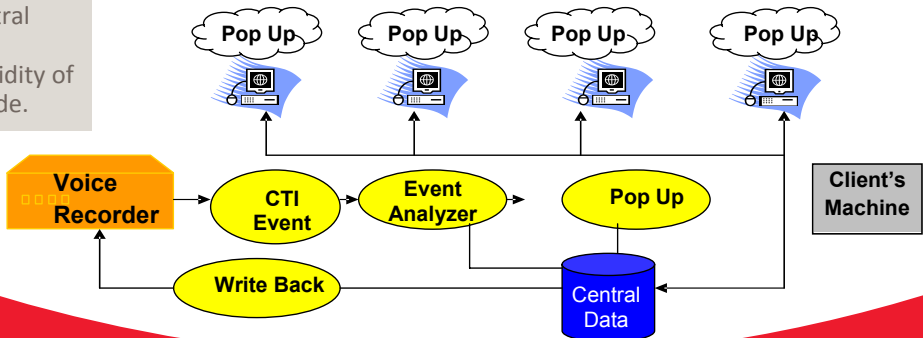
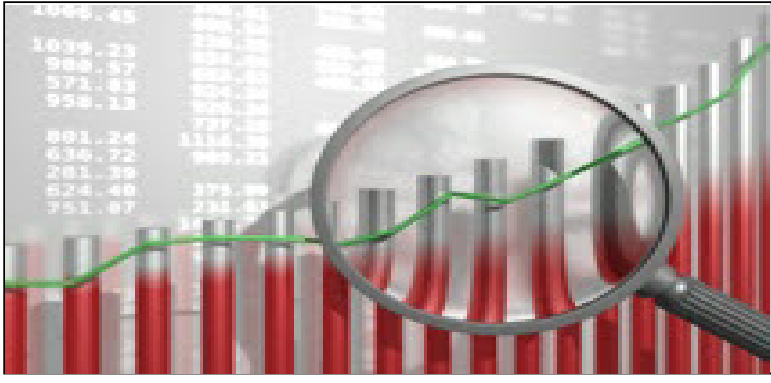
Wrap-Up Manager can offer you the effectiveness of real-time call outcome analytics to arm key managers and decision makers with a clear picture of the bottom line and actual events from their telephone teams.

Wrap-Up Manager allows instant access to call outcome details. The Wrap Up codes and client ID details are stored in an SQL database and the recorder database. This allows for rapid searching and playback of calls, based on these data fields. This information in the SQL will allows key personnel to quickly analyse a wide range of real-time performance feedback reports.

When integrated with our performance management software, it also provides rapid retrieval of a particular call type for appraisal purposes.

Quick Identification of Customer History Details

Wrap-Up Manager can also show all previous call details relating to a specific client reference number or telephone call. This allows the opportunity for agents, supervisors or managers to listen to previous conversations and gauge a timeframe or guideline on previous or ongoing situations easily and quickly, as well as receive real-time feedback on current issues, problems or queries. In sensitive environments access to this feature can be controlled by authorisation levels.



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