

A close-up photograph of a female call center agent wearing a headset with a microphone. She is smiling and looking towards the camera. The background is a soft, out-of-focus blue and white light effect.

# OnviTrax AutoAgent

## Unified and Automated Agent Desktop Software

OnviTrax AutoAgent is a web-based application that automates call center agents' desktops and work flow, allowing agents to focus on each customer interaction.

OnviTrax AutoAgent is a web-based application that automates call center agents' desktops, allowing them to focus on customer interactions. *OnviTrax AutoAgent* automation provides advantages that work to simplify agent processes and aids in preventing costly mistakes, providing automated coaching, significantly reducing the cost of training and re-training, updating and distributing information valuable to agents, increasing both customer and agent satisfaction and presenting a uniform customer experience in a virtual environment.

Call center managers define when and how screens are presented on the desktop. The *OnviTrax* system accesses the client's database to automatically populate customer information fields and to generate follow-up emails for clients and customers in the background during a transaction. This eliminates costly errors and frees the agent to focus on the customer.

Call center managers can customize the call flow for each client. The call center administrator can configure the agent prompts and controls for collecting information and presenting screens using *OnviTrax AutoAgent's* intuitive drag and drop configuration tools. *OnviTrax AutoAgent* makes total cost of ownership very affordable for smaller operations because it does not require highly specialized IT personnel to integrate the software with other applications.

### Benefits

- Affordable for small to medium-sized call centers
- Ease of use results in lower training costs
- Agents have fewer opportunities to make costly mistakes
- Transactions flow smoothly, resulting in greatly improved agent productivity
- Agents are enabled to focus on the customer, which improves customer and agent satisfaction
- Frees agents to perform other services without additional technology or extensive training
- Makes customization for individual clients affordable
- Lower total cost of ownership

## OnviTrax

### Optimize Workflow and Automate Agent Desktops

#### OnviTrax AutoAgent

*OnviTrax AutoAgent* call flows assist in first-time resolution of customer inquiries, delivering increased productivity, improved client service, and agent job satisfaction - leading to higher retention of clients and staff.

- Customize scripting for each specific campaign or account
- Populate fields with account data
- Include links to customer website for easy access to a wealth of information

Easily accessed, web-based program

- Maintains a contact database with information about each client's customers
- Segregates the database by client to secure their data

Automates workflow

- Automatically activates the campaign script associated with the dialed number identification service (DNIS) of the 800 or 900 number
- Automatically pulls customer information stored in the client's database associated with the caller's ANI (caller ID) to populate customer information fields
- Seamlessly integrates transaction functions at the agent desktop using a common interface
- Presents screens in a predefined sequence based on the agent's selections
- Automatically completes database entries and sends follow-up emails to clients and callers during a transaction

Easily customizable for each client

- Drag and drop configuration tools make it easy to tailor the workflow for each client
- Familiar controls for configuring navigation and collecting information
- Campaign management tools allow non-technical staff to easily create call flow scripts for inbound and outbound environments in a matter of hours.

#### One Fully Integrated Product Suite

**OnviCenter** offers a highly affordable suite of integrated software solutions to advance contact center sales, marketing, customer support and business operations. This comprehensive product suite delivers workforce optimization (*OnviCord*), unified and automated agent desktops (*OnviTrax AutoAgent*), pre-packaged tele-enterprise business applications (*OnviCall*) and call handling supported by virtualization to enable remote operations and agents.

**OnviCord** is an advanced software application that provides all the functionality and features required to engage in quality call monitoring and recording—effortlessly.

Supported by a suite of powerful call management tools, *OnviCord PRO* captures 100% of voice and data activity and offers simple, browser-based access to a robust tool-set that provides everything needed to manage your call information quickly and easily.

*OnviCord* product suite delivers quality assurance and compliance, video screen capture, workforce management and data analytics.

**OnviCall** offers prepackaged business applications for telephone answering services, tele-services, order fulfillment and processing and medical and emergency dispatch. These revenue-bearing applications allow call centers to expand their service offering.

**OnViews** displays your contact center and *OnviCenter* system status in real time. This dynamic operations and management control center presents full telephony, voice and data recording, workforce management tools and operations applications in an intuitive and easy-to-use interface.

Customizable views to agent, supervisor and administrative activities are available within this unique dashboard. System alerts and an integrated help file are also accessible through *OnViews*.

**OnviNet** provides the network infrastructure for all of *OnviCenter*. *OnviNet* scalable call handling and recording platforms provide low-cost solutions that are optimized for small to medium contact centers.

*OnviNet* utilizes industry standard Microsoft Windows and XP Professional based servers and mySQL database. Built on a modular, client server architecture, *OnviNet* allows for additional capacity and supports optional features.

- Inbound Call Handling
- Outbound Call Handling
- Database Management
- Voice & Data Recording

*OnviNet* Options:

- Intelligent Call Distributor (ICD)
- Automated Call Distributor (ACD)
- Interactive Voice Response (IVR)
- Dispatch & Messaging Services
- Web Integration
- Voice Mail
- Unified Messaging
- Predictive Dialer

#### Delivering Exceptional Customer Value

*OnviSource* backs up *OnviCenter* with superior customer care, and our commitment to your satisfaction begins at the very first contact.

To experience our service first-hand, contact *OnviSource* at **800-311-3025**.

We'll be happy to review your call center requirements and discuss how easily and cost-effectively you can implement *OnviCenter* products into your organization. View the *OnviCenters* suite on our website at [www.onvisource.com](http://www.onvisource.com).