



Make your Contact Center a Profit Center

Call centers now manage every aspect of customer experience – calls, chats, emails, social media, and web site interaction – all recorded and analyzed for compliance. Yet many companies ignore this primary point of customer contact at their peril: in one study, 73% of customers deliberately chose to end a relationship because of the poor service they received from a contact center.

You know the drill: you call the 800 number, provide your account information, sit on hold, and are greeted by an agent who asks you to repeat the account information you just entered. Then you are transferred to another agent, and you repeat the entire process. It's maddening.

ICS will help ensure that your customers have the best possible experience with your contact center. We streamline the call path and improve first call resolution.

Most contact centers are awash with software – from predictive dialers, CRM databases and workforce management tools to sales order processing platforms, credit card security applications and automated voice response systems. If the software is poorly integrated, agents are presented an overly complex solution that is difficult, frustrating, and unproductive. We will optimize your contact center solution.

ICS will improve your software integration and simplify the job for your agents, so they can be more efficient and deliver an optimal customer experience.

Today, consumers use more than phone and mail to get their message across; they demand your attention through email, text and multiple social media channels such as Facebook and Twitter. Contact centers are struggling to keep up. They have difficulties identifying which channels to focus on, and may not have the resources available to manage multiple channels effectively. With digital and social channels reshaping customer expectations, it is harder for contact centers to meet customer expectations. And, with evolving customer expectations, customer attrition tends to increase. Customers expect immediate service through their preferred channel.

ICS can help you manage multiple customer channels, record and report customer interactions through multiple channels, and reduce customer attrition.

Contact centers are overflowing with customer data, and they require many reports to satisfy multiple departments. Sales and marketing require reports on outbound sales performance, finance require reports on the operational cost of the call center, and the information technology team want reports on operational performance of the call center. With so many separate reports, getting accurate and consistent reporting becomes a major, time-consuming challenge for contact center managers.

ICS can analyze and manage a timely reporting system that informs your department heads and satisfies your compliance requirements.

Accurately forecasting the demand for your work force is critical for call center success. Under-staffing increases customer attrition and over-staffing increases costs. By predicting the number of agents required at any point of time, call centers can optimize workforce and cost. The challenge is to identify peaks and troughs of inbound call volume and to assign agents accordingly.

ICS can make your contact center a profit center. ICS will optimize your contact center software, improve your work force optimization to boost productivity, and increase customer satisfaction.

ABOUT ICS

ICS is the #1 NICE-certified installer and service provider for contact centers.

The only NICE Platinum Training Provider in the U.S. and Canada, ICS has installed and supported solutions as large as 6000 seats for financial, insurance, healthcare, consumer product, and other companies that require efficient, recorded, and reportable customer interactions for voice, web, chat, and other customer interactions.

ICS can improve your customer satisfaction and increase sales while meeting your legal, reporting and compliance requirements.

ICS installs and supports NICE solutions on Avaya, Cisco, and other platforms that will run on your premises or in the cloud. We offer extensive real-time big data solutions for Work Force Optimization and Contact Center Management, as well as state-of-the-art analytics.

We make your contact center a profit center. ICS provides innovative solutions, delivers on schedule, and supports your contact center 24/7-365.