

AGENT SCRIPTING

Ability to provide agents with flexible call scripts, enabling them to consistently walk through customer interactions regardless of agent skill or experience.

- Consistent handling of customer interactions.
- Drives revenue.
- Information exchange compliance.
- Quicker agent ramp-up.
- Intuitive interface enables business users to create scripts.

DESKTOP ADD-IN FRAMEWORK

Drives agent productivity by embedding external functionality directly into the agent desktop. Examples include desktop telephony integration (also known as CTI), address validation, order processing, maps/directions, etc. Extends new functionality onto the RightNow agent desktop.

- Increases agent productivity by integrating external functionality into agent desktop, automating and streamlining agent processes.
- Cheaper, faster, and easier integration leveraging .NET standard components.
- Re-usability: Custom functionality can be easily packaged and delivered to any implementation.

GUIDED ASSISTANCE

Built for quick trouble-shooting through a series of questions/answers to direct agents to appropriate answers. Guided assistance can be used in combination with broader agent scripting capabilities.

- Enable consistent handling of complex customer issues regardless of agent experience level.
- Model the best practices of your top performing agents.
- Improve first contact resolution by guiding the agent to the right answer—the first time.
- Improve the customer experience by enabling faster resolution, fewer transfers.

UNIFIED EMAIL BOUNCE MANAGEMENT

Automatically handles hard-bounced emails and provides agents with delivery information regarding bounced emails. Improve customer communication, customer data management, and reduce time required to manage bounced email information.

MARKETING/FEEDBACK IMPROVEMENTS

Merge Incident Fields

Ability to merge incident fields into documents and surveys. Create more personalized and relevant emails for the customer.

Resume Survey Option

Allows a customer to resume a survey where they left off in event that they abandon the survey. Better customer experience by not forcing consumers to refill questions they already answered and increase likelihood of survey completion.

DK/DKIM Email Authentication

Support for DK/DKIM email authentication standards. Improved email deliverability with some ISPs.

Survey Expiration Management

Ability to set a date when the survey ends and to create text that is displayed to the consumer when the survey is no longer available. Better customer experience and avoids manually disabling surveys on a certain date.

Private Note Option

Allows campaign/survey designers to add text that will be a private note within the incident that is created by the workflow. Allows instructions or information to be conveyed to the agent.

CHAT

File Attachment

Customer can easily attach a file to a chat message and send to the agent. Attachment will be automatically stored with the incident. Increase first contact resolution by improving communication between consumer and agent and sharing more information.

Agent Availability Reporting

Out-of-the-box report that gives managers visibilities into complete agent activities when they are not available to take chat sessions by group or by agent. Improve management of contact center resources.

30-Second Refresh on Snapshot Reporting

Chat queue data will be written to the database every 30 seconds and displayed accordingly in snapshot reports. More frequent updates to data for situations that require very short SLAs.



NOVEMBER '08 CAPABILITIES AND BENEFITS

ANALYTICS IMPROVEMENTS

Large report background processing. Decrease load on operational CRM environment. Increase responsiveness in getting large report results.

SEND OUTLOOK EMAIL ATTACHMENTS INTO RIGHTNOW

An option is now available when synching emails from Outlook to RightNow which allows associated attachments to also be synched. Saves time by removing the manual step of saving the file attachment on a desktop and then uploading to RightNow.

CUSTOMIZABLE AGENT LOGIN SCREEN

Ability to customize the message content, welcome text, and logo in agent login screen. Provide more meaningful messages to your agents and add your brand elements.

MICROSOFT TERMINAL SERVER SUPPORT

The RightNow agent desktop will be supported in implementations using Microsoft Terminal Server. Allows older desktop machines to be used as agent desktop, eliminating costly upgrades, application install, and administration can be handled in a single location.

CLICK ONCE CENTRAL DOWNLOAD

Single installer download location for all customers and version independently of the product. Streamlines multi-version installations.

US Corporate Headquarters
Toll Free 1-877-363-5678
1-406-522-4200

European Headquarters
+44 (0) 1628 51 1900

APAC Headquarters
+61 2 8198 13 00