

RightNow February '08 Capabilities and Benefits

Capability	Description	Benefit
Contextual Workspaces	<ul style="list-style-type: none"> Dynamic workspace automatically updates based on actions taken by an agent or information known about a customer 	<ul style="list-style-type: none"> Provides agents the right information at the right time. Creates memorable, personalized user experiences Helps improve agent productivity
“Voice of the Customer” Topic Monitoring	<ul style="list-style-type: none"> Automatic classification of common topics based on textual survey feedback Used in conjunction with Smart Sense, it represents the tone of the consumers 	<ul style="list-style-type: none"> Quickly understand and act upon what consumers are saying/feeling Gain insight into consumers’ opinions
Chat Customer Wait Time	<ul style="list-style-type: none"> Tells users the amount of time until a chat agent will be available to assist them 	<ul style="list-style-type: none"> Better customer experience
Enhanced desktop usability based on the Microsoft® Office Fluent™ user interface	<ul style="list-style-type: none"> Streamlined Agent Desktop and Administrator UI (based on Microsoft® Office Fluent™) 	<ul style="list-style-type: none"> Proven and tested user interface paradigm Reduces learning curve
Import/Export for Reports and Workspaces	<ul style="list-style-type: none"> Ability to share report/workspace templates within an organization Ability to export report/workspace templates from a test site and import into production 	<ul style="list-style-type: none"> Improved efficiency
Analytics Usability Enhancements	<ul style="list-style-type: none"> New Gantt Chart Type URL Support in report output Allow fixed columns Expanded admin reports Add columns in chart wizard Change filter order Auto layout support Customizable record level output 	<ul style="list-style-type: none"> Improved usability and efficiency