

# INBOX

A place for every digital interaction.



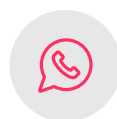
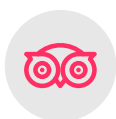
There's an increasing amount of digital interactions happening each day, pushing your organisation to the limit. Do more than just keep up with the demand. INBOX is the sidekick your organisation needs. Wizz through responses to your customers faster than ever, reply to many with just the click of a button and monitor all your social media channels from one single view.

## Your organisation's perfect sidekick

INBOX allows any digital interaction to be blended into single or multiple queues with zero service interruption with implementation. Organising them by business context with smart tagging and search filters, the events can be automatically prioritised and categorised. Automating the route to the correct agent or business orchestration rule. It also connects with all your social media channels, enabling you to respond and route accordingly in real-time. Customer sentiment is also indicated. It's a really hot topic. Use it to measure trends across your business or by a single event so that your agents can easily prioritise responses.

## Just some of INBOX's existing integrations...

...but we can use wrappers to integrate with anything else you like!



# Core capabilities and functionality

## Blended inbox

INBOX sits outside the contact centre, acting as a triage, processing large-scale digital interactions, whether email, chat, social messaging or WhatsApp; passing relevant interactions to staff and agents for rapid response or orchestrated business processes.



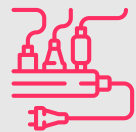
## Smart tagging and search

Find interactions with ease. With folders and filters that you determine, you can easily organise, monitor and prioritise your customers' enquiries. Your staff and agents no longer need to wade through long threads to gauge context and sentiment: a simple tag will do.



## Easy peasy integration

We don't deal with technology tools that are difficult to integrate. INBOX integrates with any social media channel, review site or contact centre solution, plus 3rd party systems. This powerful capability brings all digital interactions and tasks into one place.



## Customer sentiment analysis

Easily understand how your customers are feeling. With these clever technologies all your digital interactions will be given a sentiment score, empowering you to prioritise those with a lower score first. A vital insight into how you can improve the customer



## Interactive reporting

This is a comprehensive reporting tool completely tailored to your business requirements. Whether its data mashups, search on search facilities or KPI reports, INBOX reporting empowers you to see vital data (that's also exportable) down to a granular level.



## Task scheduling and ticket management

With business orchestration at the heart of your operations, INBOX has ingrained task scheduling and appointment booking to carry out the next action required. Create tickets automatically from emails, assign to different groups and prioritise by viewing in task or type.



## Customisable self-configuration

Users can create their own customisable dashboards to keep track of progress of queues and tickets. They can design and modify their own workflows and business processes quickly and easily, incorporating new email addresses as required.



## Agent rewards and incentives

Keep agents motivated with incentives and rewards. With capabilities to recognise agents meeting their KPIs, like fast problem resolution times, you'll be able to reward accordingly. Enabling management to set realistic targets and give incentives to surpass them.



## Target marketing

SocialCRM also works as your social media content scheduler and publisher. It's got tinyurl creation capabilities, the ability to publish videos and enables your agents and marketers to view user generated content. Plus scouring interactions for key trends and hot topics.



# Business benefits



## INBOX AUTOMATION

Reduce the number of interactions reaching your staff by dealing with them through automation. Quick, automated responses to routine enquiries massively increases customer satisfaction.



## AGENT USABILITY

INBOX moves agents from a variety of systems to just one central place for all digital interactions. Plus quick responses or tasks created with the smart actions feature.



## INCREASED PRODUCTIVITY

Interactions and events are organised. After implementing INBOX, you'll watch your staff's productivity sky rocket, smashing your customer response targets.



## LOWERED COST TO SERVE

With increased enquires coming in through social, your cost to serve and to fulfil will be reduced; enabling you to redistribute headcounts to higher value areas.



## INTERACTIONS

Stay online 24/7. With the blended inbox view agents covering nightshifts can easily respond to enquiries via social post, text message and more.



## GET THE WHOLE PICTURE

How many times have you asked people for information, only to be given half of it? Problem solved with a tinyurl sent in an automated email, to capture the data you need.



## CROSS-SELL AND UPSELL

With more interactions happening daily with your business and generally happier customers, staff will have increased chances of increasing spending through upselling and cross-selling.



## PERFECT ORCHESTRATION

Your contact centre will begin to run like clockwork. With the ability to automate a high volume of complex tasks, you'll be able to orchestrate business actions perfectly.

**“IN THE MOST CHALLENGING BUSINESS CLIMATE WE HAVE EVER SEEN, THE BIGGEST GAIN FOR US IMPLEMENTING INBOX IS EFFICIENCY,**

through automated organisation of our work load and the ability to report on the types of requests our customers are having, to help us implement self-service for our customers. With the intention of this leading to marked bottom-line cost savings. Implementing INBOX was very straightforward. The team took the time to understand our needs, build our MVP and give us control of our destiny in five days. The continual enhancement of the product has been a joint effort from both sides, with new features delivered within hours and days.”

**Neil Whitaker, Head of IT,**  
Mercury Holidays & Sunspot Tours Limited

# TALK TO THE SOLUTIONS PEOPLE

**We know a thing or two about solving business problems.**

Since 1984, we've been matching business problems with the right technology solutions. Creating opportunities for growth, adding value and helping businesses disrupt their market. Digital transformation isn't for the faint hearted, but luckily it's not a journey your business needs to do alone. Get smart.

**Book a demo with a member of our team today!**