

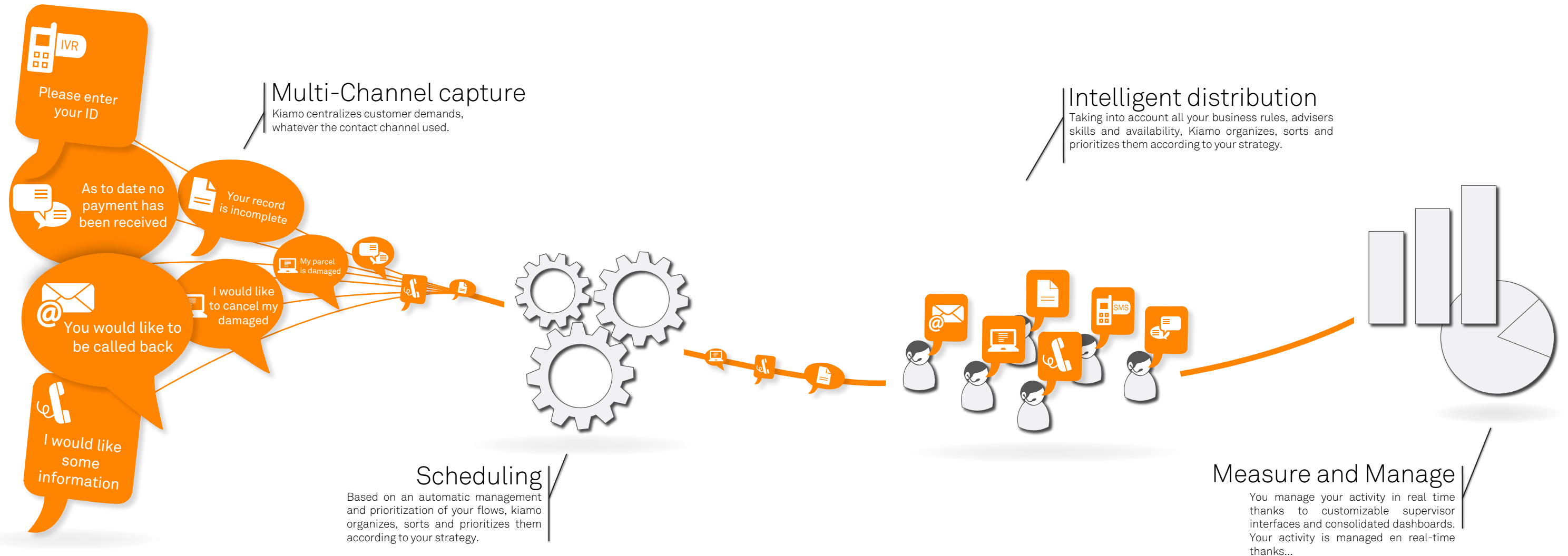


Reinventing customer relationship.

Manage and coordinate all of your customer interactions via a unique solution.

kiamo

Manage, drive and control your multi-channel customer strategy



Manage your priorities

You manage your customer strategy according to your own rules; Kiamo executes, detects and distributes. Tasks identified upstream as the most important, are distributed to the best adviser based on his skills and is availability. The global configuration process is the same whatever the media (calls, emails, files, back office tasks, social networks).

Optimize your resources

You increase your productivity : when call levels are low, you can automatically distribute administrative tasks, ask agents to control customer records or call back customers. Yours advisers manage different contact channels: Kiamo automatically distributes tasks to them so that they can focus on the best answer to give, and on their job.

Centralize your strategy

Whatever the channel, live chat with your customers, reduce wait time and automatically direct customers to the right person. You manage your flows one in relation with the other and define answer priorities by type of requests. Identify each customer, display multi-channel customer interaction history and support your advisers with centralized tools.

Measure your activity

Use Kiamo centralized statistical dashboards to measure and adjust your actions. Define your scope of analysis with easy-to-use filters. Customize your supervisor views by selecting and drag-and-dropping the indicators wanted. Record a conversation, change a schedule, a priority or your advisers' activities in a few clicks.

Take full control

Kiamo is a user-friendly and flexible software solution. User-oriented, it does not require any tedious development and can be configured in a few clicks. Thanks to its ergonomic interface, supervisors and contact center managers can work freely and manage customer relationship on a day-to-day basis, without the support of an IT department.

At the heart of Kiamo:

Kiamo is a software solution intended for customer relationship managers who plan to integrate the management and distribution of all their customer flows and contact channels into an agile and unique solution. Designed for small to large teams of blended agents, it is an innovative solution, natively multi-channel.

Final users can quickly learn to use the system and manage their customer relationship strategy on their own, thanks to its accessibility based on strong ergonomic principles.

Natively Multi-channel

- Inbound / Outbound calls
- IVR
- Automatic campaign with progressive or preview dialing mode
- Immediate callback
- Inbound / Outbound emails
- Administrative tasks and notifications
- Web callback
- SMS
- Live Chat
- Social networks, Twitter & Facebook
- Fax

Scheduling

- Definition of priority routing rules depending on the targets, whatever the media (voice, email, administrative tasks, notifications)
- Conditional prioritization of tasks based on your business criteria
- Extra weight given to the most important tasks within the same priority
- Easy-to-configure actions (transfer, callback or voice message recording) according to wait time
- Automatic management of task priority levels

Intelligent Distribution

- Web-based agent scripting tool
- Customer information screen pop-up
- Knowledge base
- Caller ID detection
- Interaction qualification
- Contact Manager: insert or import batches of contacts
- Centralized management of contacts
- Interaction history
- Management of campaign objectives & batches
- Multi-skill agents
- Multi-channel Agent Desktop
- Recording, internal chat, prompting, silent monitoring
- Advanced recording rules
- Distribution adapted to the number of advisers
- Multi-locations or remote working (telecommuting, mobility)

Measuring and Managing

- Consolidated statistics for all channels
- Real-time supervision
- Statistical reports
- Bookmarks
- Warning/threshold configuration
- Configurable indicators in the supervisor interfaces
- Automated delivery of statistical reports
- Changes are immediately applied
- Immediate phone survey, QoS measurement

Technical environment

- Integration with your hardware environment
- Native interoperability with your existing IPBX, PABX

These companies have chosen Kiamo:



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