XIMA™

< Cradle to Grave

| Caller Info | Duration | Calling Parting | Group | Start | End | Record |

How Contact Center Software Will Make Your Workplace More Efficient

XimaSoftware.com

Create A More Efficient Contact Center

If you've worked in customer service, you know that things can get chaotic very quickly. Hitting peak hours for customer service calls can often mean there's far more callers than agents available.

So what's the solution? Reduce wait times by sending them to the first available agent, regardless of whether that agent can answer their questions. Or put them on hold indefinitely, hoping that they're not part of the majority of callers who hang up after 90 seconds of listening to tinny hold music? Neither option is great for your customers, and it's even less ideal for your employees—it's not uncommon for burnout and stress to lead to many call centers having a significantly high turnover rate.

But what if there was a way to make it easier for everyone—agents, management, and your customers, too?

One Platform, Multiple Channels

50% of Customers

say they will seek another solution after 1 bad customer service experience.

*Zendesk CX Trends Study

Meet customers where they already are. By adding Unified Communication as a Service (UCaaS) to your team's toolbox, your agents aren't stuck to only phone calls and chat—or left clumsily trying to swap between different channels. By having your voice, social media, webchat, and email communications all in one place, they'll be able to seamlessly keep the conversation going no matter what manner of communication they're using.

Xima's UCaaS is primed for real-time collaboration, both with customers and between agents and management. With unified communication in your arsenal, your team will be able to lessen the load and give incredible customer service in the way most comfortable to your customers.

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Make Data-Driven Decisions For Customer Satisfaction

Operating with a Customer Relation Management (CRM) system is how you can merge data management with customer service in a way that makes everyone on both sides of your contact center's communication happy. With a CRM system in place, you can say goodbye to inefficient communication and collaboration.

CRM systems manage customer data, allowing it to make predictive analytics for customer behavior

and take the guesswork out of trying to make your customers happy. Agents will be able to prepare for any potential issues and have suggestions that allow them to make educated guesses that anticipate customer needs.

With Xima's CRM system, you'll also have access to a range of user-friendly tools to boost your team's efficiency, including:

Click-to-Dial

Click on a number on the screen and then click on the phone and have it dial automatically

Caller Preview

Ability to see a call as it comes in based on the database, and tells you information about that customer if available

Contact Popping

Automatic or Manual contact popping. For example, based on a caller's phone number, it could pull up that customer's record

Address Book

Search within the address book as it relates to your CRM system and then click to dial from there

Activity Logging

Allows you a log of activity within the CRM system and links it back to Xima CCaaS

Innovative Automation

Finally, one of the best ways to reduce the strain heavy call loads can put on your business is by adding automation to your toolbox. Today's automated phone services are much more advanced than the "robocallers" of years past. Rather than putting callers on hold, you'll be able to use automation to take care of frequently asked questions, simple services, and redirection to ensure your customers get the best possible experience.

You can use a voice menu for callers to share the reason they're calling. Then, Xima will perform whatever tasks you have assigned to each issue.

They'll be able to share business hours and simple answers to common questions or take payments over the phone. Meanwhile, your agents are freed up to deal with problems more attuned to their skillset, which you can assign in Xima to ensure calls get to the right agent on the first try.

In addition to phone automation, you can also automate your webchat to take care of these same duties online. That way you're able to meet your customers wherever they're most comfortable, without using too much of your agents' bandwidth.

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How Xima Can Help

With Xima, you can have access to an entire range of call center solutions to help make your job easier and your customer service even better. Improve efficiency and productivity with our unified platform system, make customer service the star with our CRM systems, and keep agents and customers happy with call automation that takes the strain off even during the most high-volume call times.
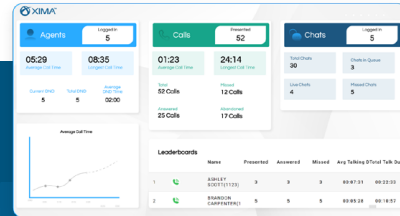
> "With Xima it's nice because we can see the number of answered calls per user, we can see how even it is between all the users. And then we can see which phones are currently in use and which are ready."
>
> Sean Murphey |
> IT Manager, Fairfax Pediatric Associates

Is It Worth The Set-Up?

While these features will make any contact center better, you may wonder if it's worth the trouble of set up. After all, what if your agents can't figure it out, or what if it's all obsolete in just a few years?

Fortunately, Xima prides itself on our intuitive interface that's designed for agents to learn quickly and efficiently. With enough time and training, they'll likely even find it easier than the previous program you used. Plus, Xima's expert team is always on-call and ready to help train your team to use Xima efficiently.

Our product is also designed to grow with you. We're always improving our software to ensure you have the best in analytics, reports, and customizable dashboards to deliver top-notch customer service in a convenient, constantly improving system. And don't worry about going obsolete: we'll make sure your software is always up to date.

Xima: The Obvious Choice

As you've seen, Xima offers everything you need to ease the strain on your employees while delivering top-notch service to customers. So why wait any longer? Get in touch with us for a free trial, and you can see for yourself just how much of a difference Xima makes in keeping your contact center active, productive, and hold-music-free.

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