



HumanWork CONTACT CENTER is an application to manage the work of relations departments serving customer communication through different media. It enables the effectiveness increase, service quality improvement and the standardisation of services with a simultaneous cost reduction.

HumanWork CONTACT CENTER is an extension of HumanWork CRM, which, apart from customer relation management, ensures application distribution management and creates conversation template scripts.

## HumanWork CONTACT CENTER COMPONENTS:

HumanWork CONTACT CENTER has all components of HumanWork CRM:

**Clendar**

**My tasks**

**Reminders**

**Document Repository**

**Forum**

**E-mail**

**Contacts**

**Work and Document Flow Engine**

**Customer Database**

**Business Report Generator**

**Mobile CRM**

as well as:

## Multimedia Call Center

HumanWork CONTACT CENTER enables to control, monitor and manage the work of the agents responsible for customer communication service with the use of different media: telephone, e-mail, chat and the WWW.

Customer contacts go into a general waiting queue, where they are imposed priorities, and then directed onto particular Call Center consultants according to established rules.

During the conversation with customers, consultants use operation scripts including:

- › customer info and connection context
- › hints regarding the further course of conversation
- › information from external systems helpful in customer service
- › a function of holding the conversation and transferring it to another agent or competence group

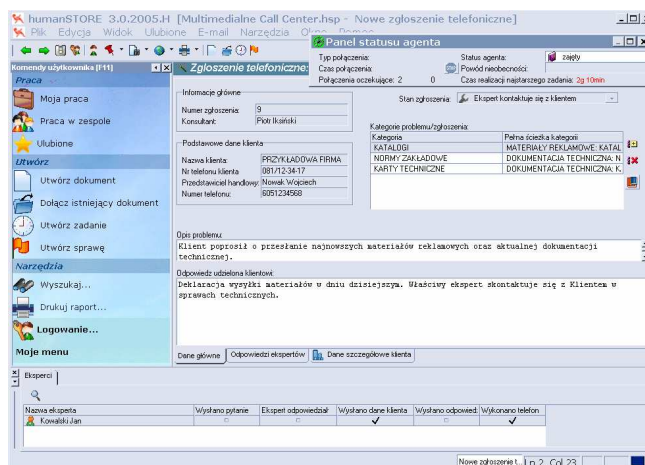
## Extra Components:

**Business Procedure Creator**

**OLAP Analysis Engine**

**Teamwork Organizer**

**Chancellery**





HumanWork is a platform for dedicated applications supporting teamwork, task and document flow, project management as well as the automation of business processes.

**Learn about other HumanWork applications:**

- › **HumanWork BASIC**
- › **HumanWork OFFICE**
- › **HumanWork PROJECT**
- › **HumanWork CRM**
- › **HumanWork HELP DESK**



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