



INTRODUCING CONVOWIZZARD

Revolutionising Customer
Engagements

October | 2023



Navigating the Labyrinth of Unoptimised Agent Engagements

In the bustling digital landscape where customer engagement is paramount, businesses encounter a silent yet pervasive challenge – the phenomenon of “quiet parking” chats by agents. This intentional slowing or pausing of customer interactions has become a concealed obstacle to achieving streamlined and genuine customer communication.

Agents, in a bid to manage their workload or avoid new interactions, often keep chats active online longer than necessary, resulting in extended wait times and potentially diminishing customer satisfaction. This delay in communication not only hinders the customer’s experience, but also stealthily erodes the efficiency and effectiveness of the customer support system.

The ripple effects? A disjointed communication flow, elongated service times, and a clandestine barrier preventing businesses from delivering the prompt, engaging interactions that customers not only expect, but fundamentally deserve.



Automatic
Customer
Engagement

Previous
Contact
Surface

Intelligent
Disconnects

Our
Solution

FCR Tracker /
Tagger

Customer
Input Surface

Quick
Response
Library



Feature Highlights – Backend / Automated

Automatic Customer Engagement

Engage your customers the moment they arrive with ConvoWizzard's automatic tracking. By identifying incoming web messages, the system instantly surfaces the agent's name and sends a customisable welcome message. Say goodbye to "quiet parking" delays and set the stage for proactive and personalised conversations right from the outset.

Intelligent Disconnects

ConvoWizzard keeps agents accountable and enhances service rates by smartly tracking customer presence. If the customer departs, a tailored message is automatically dispatched, followed by an immediate web message disconnection, shifting the agent to ACW. The result? No more idle "quiet parking" and prompt availability for the next awaiting customer.



Feature Highlights – User Interface

Customer Input Surface

Dive straight into what matters. ConvoWizzard's Customer Input Surface offers agents an immediate view of pivotal information shared with the bot. Eliminate the need to scour chats – now, agents get context-rich data right at their fingertips, ensuring timely and informed responses.

FCR Tracker/Tagger

Delve deeper into your interaction outcomes with ConvoWizzard's FCR Tracker/Tagger. Seamlessly integrated with conventional wrap-up codes, this feature offers enhanced reporting capabilities. Unearth business intelligence insights, trigger automations, and ensure every interaction is meticulously tracked for better decision-making.

Interaction Linked

Resolved Selected

Dark

Customer Provided Details

> Customer Name: Lawrence Drayton

> Date of Birth: 06 July 1990

> MSN: 0411089454

> E-Mail: lawrence.drayton@connectalchemy.com

Quick Sends

< Away Message

< 2FA + GreenID

< 2FA + GreenID

< 2FA

< 2FA

< Hold Message

< Wrap Up

< Port Number

< APN iPhone

< APN Android

< How to Activate

< Add Extras

< Goodbye

Call Outcome

Resolved

Interaction Details

Get Previous Interaction Details

Media Type	Interaction Started	Last Wrap Up Code	Wrap Up Notes
message	Sep 26, 2023	Transfer	-
message	Sep 21, 2023	Transfer	-
message	Sep 21, 2023	-	-
message	Sep 21, 2023	UAT	-
message	Sep 20, 2023	-	-
message	Sep 20, 2023	UAT	-
message	Sep 20, 2023	UAT	-
message	Sep 20, 2023	UAT	-
message	Sep 20, 2023	UAT	-

Communication ID

Interaction State

Conversation ID

Quick Response Library

Slash response times and keep the conversation flowing smoothly. ConvoWizzard's Quick Response feature empowers agents with immediate access to their most used replies. With a single click, send canned responses, and ensure your customers never face undue delays.

Previous Contact Surface

Unlock efficiency with ConvoWizzard's Unified Interaction Hub, your one-stop solution for centralised customer interaction data. Seamlessly integrate details from all contact types, including calls, emails, and chats, providing agents with immediate access to interaction times, wrap-up codes, and notes in a single view. Ensure every engagement is knowledgeable and swift, saving time while enhancing each customer's experience.

Integration & Usability

Navigate through a user experience where simplicity reigns supreme with ConvoWizzard. Tailored for an unobtrusive and clean interaction, our end-user interface avoids clutter and complexity, presenting only what is crucial for effective engagement. The integration journey is equally effortless – with a mere capture of custom setup features, ConvoWizzard seamlessly integrates via the built-in Genesys scripting utility, adapting effortlessly whether used in native app, web browser, or embedded clients.

Flexible Hosting Options

ConvoWizzard values your data security and compliance by offering versatile hosting options tailored to align with your organisational policies. Choose between our 'We Host' model for a hassle-free, fully managed solution or the 'You Host' option for autonomous data control and compliance management. Both models are crafted to ensure that your data retention and security requirements are not just met, but are seamlessly integrated into every customer interaction, safeguarding both your operations and customer engagements without compromising on functionality or ease of use.



Ensuring Uncompromised Security

Navigate confidently with ConvoWizzard's staunch commitment to data security and privacy. As a fully browser-based solution, there's no need for additional installations or data migrations. Your data staunchly remains within your instance, never being transferred or stored externally.

Temporary data storage in the browser, when utilised, is systematically sanitised of any Personally Identifiable Information (PII), employing Universally Unique Identifiers (UUIDs) to assure seamless operations without jeopardising data security or compliance. With ConvoWizzard, experience the equilibrium of operational efficiency and unwavering data protection, crafted meticulously to shield your information and uphold your compliance standards.





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THANK
YOU

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