

Boost Staff Output – With Activity Automation

Speed up your business processes and avoid mistakes

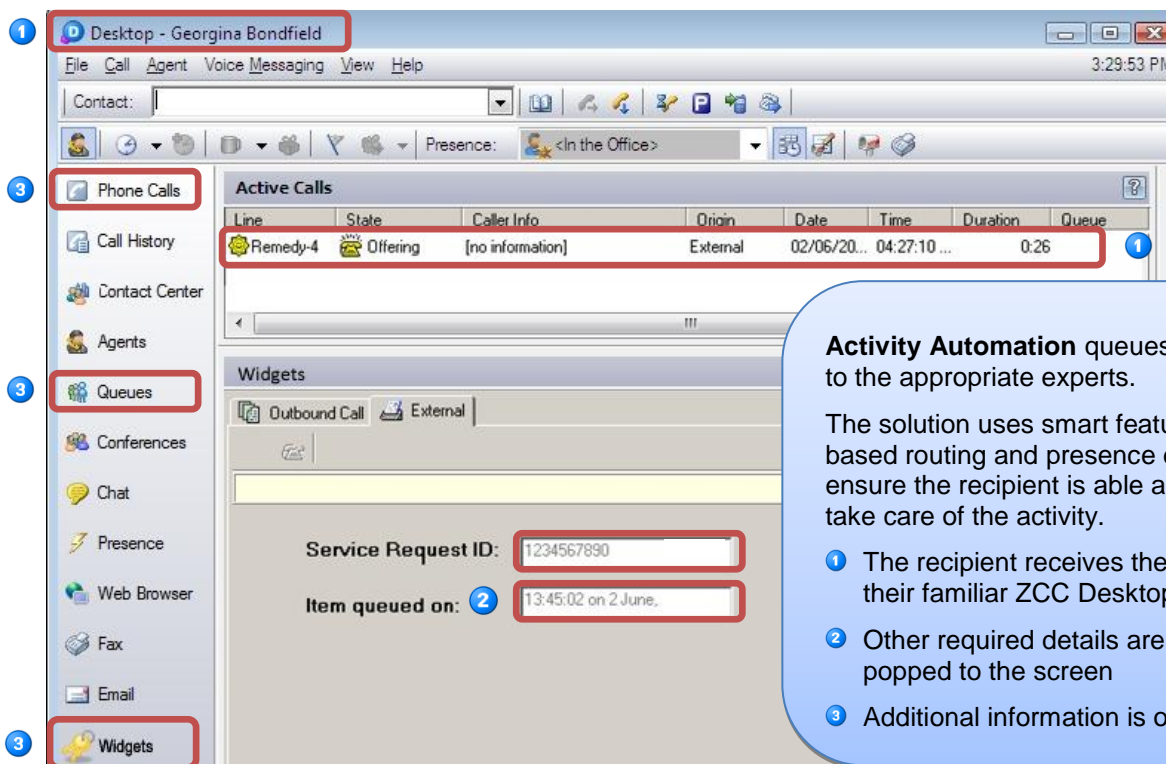
Enable your business to operate more efficiently

Improve your customer satisfaction ratings by delivering a faster service without making any errors. A Zeacom Activity Automation solution will help you avoid delays and mistakes, and will remove bottlenecks. Automate some of your business processes and your operations will run much more efficiently.

Activity Automation can deliver a wide range of activity screens to your staff. They will then process the data – presented as work orders, helpdesk trouble tickets, electronic forms, security alarms, diagnostic information, or scanned documents – until the job is done. After that, the next step in the business process takes place.

Automating activities will speed up communication and workflows. You will maximize staff productivity by managing specific interactions. You will minimize human latency and reduce the number of errors.

Improve the outcome of your processes. Ultimately you will bring down operational expenses and improve customer service. You'll earn a swift return on your investment as your make efficiency and productivity gains.



The screenshot shows a desktop window titled 'Desktop - Georgina Bondfield' with a menu bar (File, Call, Agent, Voice, Messaging, View, Help) and a clock showing 3:29:53 PM. The main interface includes a 'Phone Calls' sidebar, an 'Active Calls' table, and a 'Widgets' section. A call in the 'Active Calls' table is highlighted with a red box and a blue '1' in a circle. The 'Widgets' section shows a 'Service Request ID' field with the value '1234567890' and an 'Item queued on' field with the value '13:45:02 on 2 June', both highlighted with red boxes and blue '2' in a circle. A blue callout box on the right explains the activity automation process, with a blue '3' in a circle pointing to the 'Queues' sidebar.

Line	State	Caller Info	Origin	Date	Time	Duration	Queue
Remedy-4	Offering	[no information]	External	02/06/20...	04:27:10 ...	0:26	

Activity Automation queues specific activities to the appropriate experts.

The solution uses smart features such as skills-based routing and presence detection to ensure the recipient is able and available to take care of the activity.

- 1 The recipient receives the help request in their familiar ZCC Desktop environment
- 2 Other required details are automatically popped to the screen
- 3 Additional information is only a click away

Automation of Staff Activities

Almost every organization has business processes and activities that can be automated by integrating some smart Unified Communications functionality into the mix. Zeacom's Process Automation Group can analyze your organization's process flows to design a solution that meets your specific needs.

You will draw on the expertise we've built up over the past 15 years. Zeacom has implemented hundreds of projects involving Communications Enabled Business Processes (CEBP) in the US, the UK, Australia and New Zealand.

Your employees will be allocated activities in a timely and efficient manner, enhancing customer service levels.

- Automatic queuing, delivery and presentation of activities to staff significantly improves response times.
- Standardized handling methods result in a consistent level of service across all media types.
- Reports on how staff are handling activities enables managers to monitor performance on systems and processes that otherwise could not be measured.

Smart Features

The Zeacom Process Automation team will integrate the Activity Automation solution into the customer's server database or back-end system and their ZCC solution, either directly via ODBC or by using a proprietary API.

When an event occurs in your database that triggers the assignment of a workflow item to an employee, the Activity Automation application will extract the workflow item reference number from the database and place it into an activity queue within Zeacom Communications Center (ZCC). When an activity reaches the front of the queue, the workflow activity is delivered to staff in the same way as other items in the queue, such as telephone calls, emails, faxes, SMS messages and other media. When it reaches the most appropriate employee, relevant information appears on their screen within the right application. There is no need to open any other applications.

ZCC shows the activity as completed when an employee closes the item within ZCC Desktop. After that, they are available to deal with another activity or for example a queued call, depending on your system configuration.

Activity Automation will take advantage of a number of standard ZCC Unified Communications features.

- **Rich Presence** – Activities get queued to employees who are ready to take action, improving response time
- **Executive Desktop** – Staff don't need to learn a new interface, as they work within their familiar ZCC GUI
- **Agent Desktop** – Contact Center Supervisors and agents can monitor and control all the queues
- **Skills-Based Routing** – Activities are queued only to staff with the correct skill levels, enhancing employee efficiency and customer satisfaction
- **Screenpop Functionality** – Activities are presented with information and account details from other applications pre-loaded on screen. Staff save time and improve productivity levels
- **Reporting** – One reporting engine covers all forms of customer contacts, which simplifies the administration and optimization of Activity Automation
- **Workforce Management Application Integration** – Activities are planned and allocated according to realistic predictions of staff scheduling and customer demand, making sure your staffing levels are correct

For More Information

To find out more about our Process Automation services and their business benefits, talk to your account manager, or visit zeacom.com to check out our ROI Case Studies.