TxVirtualGuide

### Empowering Agents to deliver Faster and Better

TELENETIX

The idea of "customer service" has evolved from a small team within an enterprise to dedicated support centers housing hundreds of agents interacting with customers over a variety of channels. And through the years, advancements in customer service technology have mainly focused on improving the customer experience. However, ever increasing agent training costs coupled with high attrition levels highlights the importance of agent support tools. Another impending challenge that contact centres are facing today is pertaining to Customer Data Security, exposing the CRM data to agents is something that should be regulated to make the customer support process more secure. TxVirtualGuide helps agents to learn faster, enabling them to go live within a short period of time by streamlining customer interactions and providing a clear organized support platform all along, safeguarding customer data.


All too often agents fall into this cycle
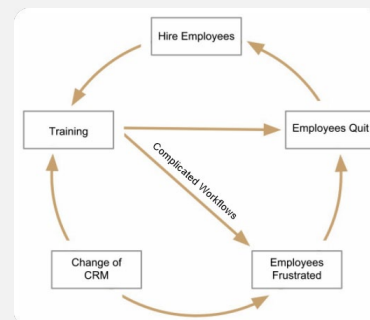
"Over the past two decades or so, the customer support team in an enterprise has evolved from being a "necessary liability" to an "absolute necessity" and in many cases a key differentiator to stay ahead of the competition"

To address the issue of new hires having to learn complex CRMs and platforms, TxVirtualGuide provides a simple, safe, and streamlined screen for agents to provide service, without worrying about messing up CRM entries.

Highlights

- Enhanced Data Security
- Better Work Experience
- Streamline Customer interaction
- Reduce training time and cost
- Integration with simple to sophisticated CRMs
- Improved agent efficiency
- Improved Job Satisfaction
- Enhanced Data Security
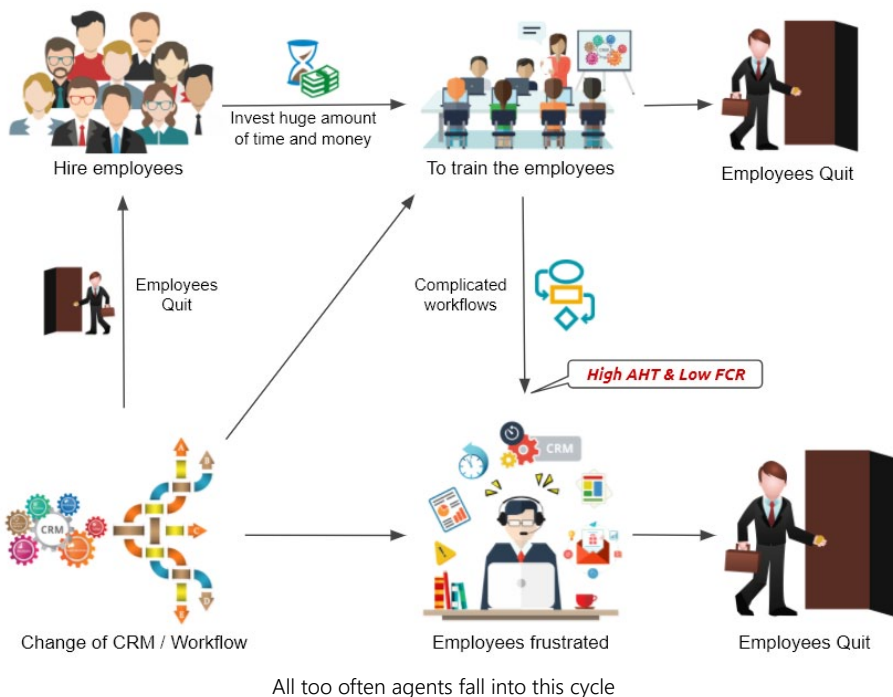
Unique features

Data Security
TxVirtualGuide allows agents to access the backend CRM through its secure user interface denying the agents access to important customer data not relevant to the business process thereby improving data security.

Better Work Experience
Agents use a single application for all their work. TxVirtualGuide will update all the integrated CRM / third-party applications in the backend without the agents having to interact with multiple CRMs.

Streamline Customer interaction
Using TxVirtualGuide's decision tree design tool, the entire customer engagement process can be streamlined and using its extensive integration capabilities, all CRM information including customer details are updated and maintained quickly and without errors. It works the same for commercial CRMs like Salesforce or any in-house applications.

Reduce training time and cost
Agents use and get familiar with a single interface provided by TxVirtualGuide. This results in a drastic reduction of training time and the associated costs involved in training agents.

Integration with simple to sophisticated CRMs

TxVirtualGuide comes with in-built support for most commonly used CRM. For any new or in-house CRM, TxVirtualGuide provides programmable integrations support to get you up and running quickly.

Improve agent efficiency

Easy to use and follow workflows provide agents with predetermined steps to follow while interacting with Customers. Integrating the company's knowledge base right into TxVirtualGuide improves agent confidence while solving problems. With fine-tuned workflows for agents to follow, you control the delivery quality.

Enhance Job Satisfaction

The right tools help agents do their work in a better and more efficient way. Predetermined steps to follow during the call reduces work stress, which helps agents to solve problems more effectively and allows them to focus more on delivering a high-quality customer experience. This results is greater job satisfaction.

The Workflow tool

It starts with the Workflow Tool where decision trees are created using an easy drag and drop interface. All the questions and answers can be pathed out to proper destinations, giving confidence to new agents in providing proper service.
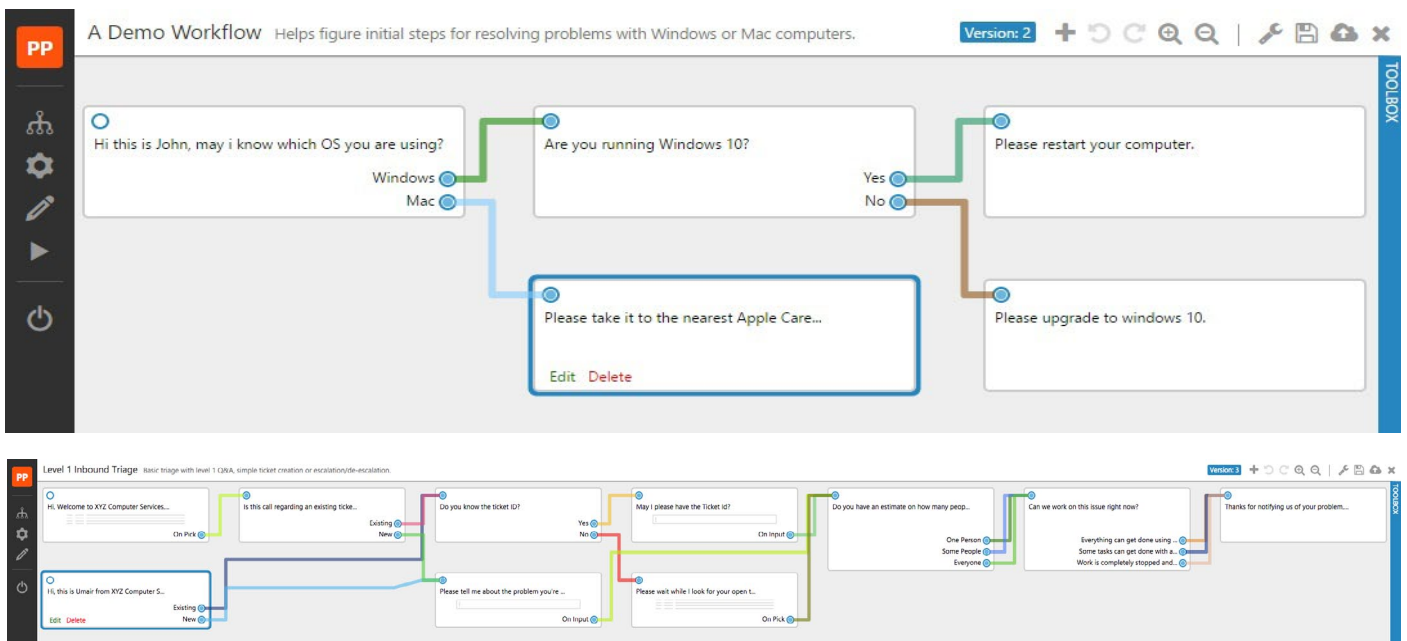
TxVirtualGuide Agent Interface

When an agent is live and greets a customer, TxVirtualGuide pops up the prompt and pertinent customer information. No more traversing through various CRMs trying to find customer information.
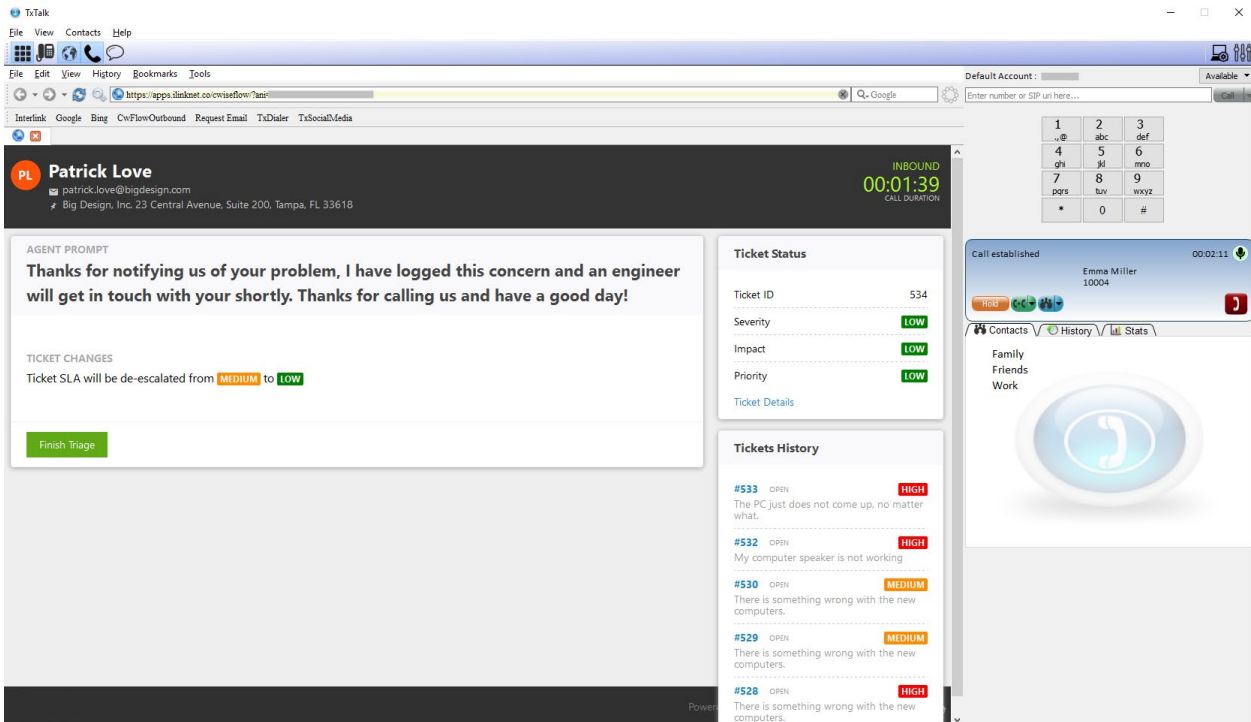
Complex CRM

TxVirtualGuide integrates with your CRM(s) behind the scenes and dips into the database when needed. The application eliminates all of the CRM complexity an agent may have to learn when first hired. And because agents are separated from the CRMs, data cannot be inadvertently lost or changed.

CRM Screen POP

TxVirtualGuide Screen POP

TxVirtualGuide simplifies complex workflows by effectively reducing them to a series of steps the agent must follow. An agent needs to be trained in following steps instead of learning complex business processes, which is a far simpler, error proof and cost effective investment in an industry with high attrition rates.

System Requirements

- **Linux** (with Container Engine)
  Recomended : Debian derived 8.1+, Red Hat Enterprise Linux 7+

- **RAM** : 4GB

- **Hard Disk space** : 10GB

*Requirements will further vary depending on number of integrations
and number of agents being served.

TELENETIX

Telenetix established in the year 2004 is a Customer experience and Universal Communications technology company. Our focus has been in having a unique corporate culture that starts with our mission statements Curiosity, Passion, Commitment and Openness. Creating innovative solutions that solve our customer problems and help them to grow their business is our primary goal and we work towards achieving it with our expertise.

TELENETIX PRIVATE LIMITED
Puthur Hills
Parkala, Udupi district
Karnataka 576107
India

Tel: +91 960 607 7890
+91 820 254 5457
sales@telenetix.in
www.telenetix.in