

KomandEX Contact Center Management

Agent Skill Management & Scheduling that saves hours & Improves accuracy

Is agent reskilling giving you a headache? Is reskilling taking too much time, with too many logins, too many errors, too many resources and too little accountability? Then Speech-Soft's KomandEX could be the cure. Our KomandEX is a multi-featured Cisco CCE based operations/agent management tool that saves time and resources while improving accuracy & reducing errors which adds up to increased ROI for your business and contact center.

KomandEX can:

Significantly reduce the time and resources needed to manage contact center (UCCE/PCCE) operations;

Improve CX service and agent performance through improved response to changing volumes or patterns;

Enable a single resource to multi-skill, restore or setup hundreds of agents/teams in a fast, single operation;

Reduce human errors and impact on CX and agent productivity;

Improve the accuracy and control of managing agent skills in multi-site, multi-PG CCE contact centers;

Provide an emergency shut down function by location;

Today's multi-site contact centers are complex. They require agile and expert management to ensure the best customer experience and

service when calling your contact center. Today, resources must deal with multiple logins and screens cluttered with teams, agents and skills non-relevant to them. KomandEX skill management functions improve control and accuracy by providing customized user views and authorizations based on business and operational lines of control.

Provide user profiles for login, grouping, segmentation and visualization across PGs;

Create agent/team grouping & segmentation for view, operation & activity logging;

Create logical hierarchies of CCE configuration by company, call center, business unit and line of business.

What can KomandEX do?

Speech-Soft's KomandEX is an intelligent skill management toolset. It enables call centers to create a catalog of point-in-time agent configuration and skill snapshots for situational deployment and restoration. Snapshots can be restored or deployed on a scheduled or ad hoc basis with a few clicks. The toolset also provides agent skill templates (profiles) which can be used to easily assign skill groups/teams to agents in a single operation. This function has been tested in typical

skilling scenarios, and showed a 500% reduction in time and effort when creating new teams, bulk skill assignments or changes to new or relocating call centers. Snapshots and profiles reduce the training curve for your resources while reducing human errors which negatively impact customers and agents.

KomandEX Features

Snapshots for point-in-time, one step, agent skill group assignment and restoration

Scheduled deployment of snapshot profiles or restorations

Agent skill profiles for assignment to large groups on a scheduled or ad hoc basis

Multi-Tenant and role based secure views and access

Supports public cloud and HA on-premise architectures

Applies multiple skills and/or attributes to agents or teams in just a few clicks

Sets and changes hours of operation for centers by day of the week and holidays

Panic Button tool to enable rapid notification and evacuation in emergencies

Our high-volume multi-tenant KomandEX skill management provides customized views of the call center configuration hierarchy based on security profile.



Corporate administrators can view everything while each call center or application manager sees only their own areas of interest and control.

User Views & Multi-Tenant Features

Enables access and control profiles by administrator, manager and supervisor classifications

Controls who can see and can change what by business hierarchy.

- Company
- Call Center
- Business Unit
- Line of business

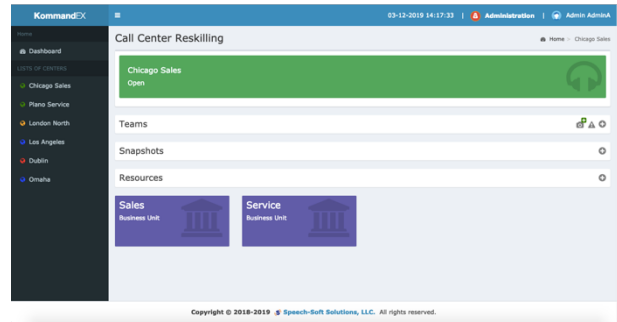
Enables your hosting customers to see only their centers, teams and skills

Provides complete central control from hosting operations or allows hosted customers to create snapshots, schedules & profiles based on authorized access

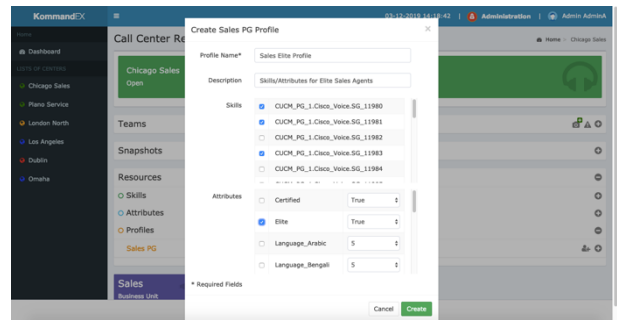
Allows hosting customers to initiate a panic/emergency scenario for their impacted agents/team/center

Creates segmented logs of who changed or created elements by customer and login ID

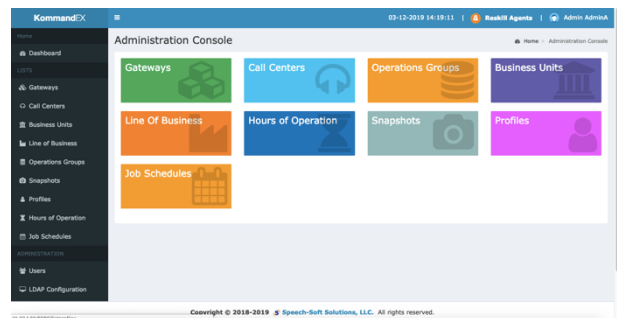
KomandEX provides a simple yet comprehensive view of multiple contact centers. Are centers open, about to close, in emergency mode? Create your own profile, snapshot and user naming mechanism for display. Understand the current skill configuration by call center and team. Eliminate overtime or late shifts with scheduled snapshots restoration for morning startup. Make agent/team adjustments in a fraction of the time and stop chasing issues with service level. Get rid of your headache!



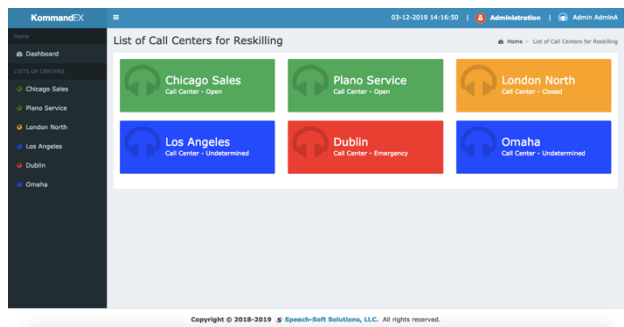
Call Center Home Page with Business Units



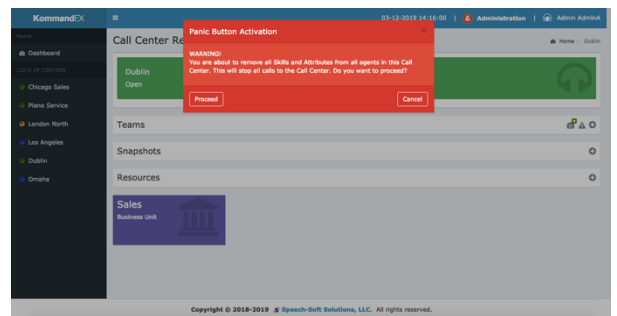
Create a New Profile



Administrative Interface



List of Call Centers



Panic Button Emergency Process

