InteractStrategies

The Intelligent Desktop Checklist

Complete the checklist below to discover if your contact center using an Intelligent Desktop

Do You have an .....

Intelligent User Interface

- ☐ Single sign-on
- ☐ Small footprint - All my tools fit on a single screen
- ☐ Embedded softphone
- ☐ Omnichannel - Manage interactions from single interface (Facebook, Twitter, WhatsApp, SMS, email, and calls)
- ☐ Business collaboration - Internal chat, video and file storage/ sharing
- ☐ Digital media agnostic - Integrate third party chats and work items as a single narrative
- ☐ Simple point and click to initiate and respond to any type of interaction
- ☐ Point and click interaction controls - Hold, transfer, conference, schedule call back
- ☐ Simple workspace transfer
- ☐ Agent status presence sync across systems

Intelligent Client Management

- ☐ Display relevant customer data for each interaction
- ☐ Guided workflows and scripts that change based on context
- ☐ Provide context with AI driven journey information
- ☐ Push chat to web visitors based on AI algorithms

Intelligent Interaction Tracking

- ☐ Track each and every type of interaction in CRM
- ☐ Access interaction recordings based on rights
- ☐ Identify and display reports of customers' past interactions

Intelligent Conversations

- ☐ Pop to display client record
- ☐ Identify and display customer's sentiments with each interaction
- ☐ Agent assist bots
- ☐ AI assigned interaction based on dynamic algorithms to determine the best suited agents

Intelligent Agent Engagement

- ☐ Gamification of the interface with embedded scoring icons
- ☐ Statistic driven workload with AI driven forecast and schedules