

MODULES



Three simple applications to optimize your contact center according to your role.



Web Agent

With the Web Agent module, your agents will have information in real time and everything they need to provide a better and faster service, personalizing customer service in each interaction.

Improve SLAs

Thanks to the alerts and the visualization of the queues, you can forward contacts in order of priority to the agents with the most appropriate skills to attend to each interaction, complying with the service levels that your customers require.

Contact history

With the contact history, agents can have a 360° view of each management, being able to consult all customer interactions regardless of the channel or agent that has attended them.

Interaction in real time

Your agents are empowered to provide the best service. They can focus on personalizing interactions, making each contact a unique and special experience for both the customer and your employee.

Extendable and flexible tool kit

The Agent Desktop Toolkit provides REST APIs, template user interfaces, and other tools to embed agent functionality in custom CRM or other systems.



Manager

Through the Manager module you can easily manage your services, agents and their profiles, measure the satisfaction of your customers and the productivity of your teams. You will be able to quickly adapt the operations of your Contact Center to changes in your business without having to use any technical resource for it.

All your key information at a glance

Access a complete picture of the performance of your Call Center and obtain information that allows you to consistently achieve operational and strategic objectives. You will be able to see standard, personalized and real-time reports.

SLA Compliance

Your supervisors will be able to monitor in real time the degree of compliance with the SLA's, the activity of the agents and the performance of the platform.

Supervise the team

Supervisors can monitor the current status of agents by channel, the number of queued calls, wait times, the status of campaigns and more.

Help your agents in real time

Managers can listen, silently advise and monitor agent actions in real time. If necessary, they can intervene in a call.



Designer

Design your self-service voice system, define omnichannel routing or create screen pop up for your agents quickly and easily. Designer allows you to connect your Contact Center with other business platforms, adding information, providing complete views of the data and automating workflows.

Omnichannel software

With Designer you can define both dynamic flows for intelligent routing of interactions and agent scripts. All with an easy to use drag & drop.

No limitations

You will be able to define your multichannel flows intuitively, define time rules, activate voice self-service, define call-backs... and all without programming knowledge.

Save time

Test your designs before going live with them so that you can identify and correct any weaknesses or bottlenecks and deploy changes without having to stop your operation.

Design your self-service voice system instantly

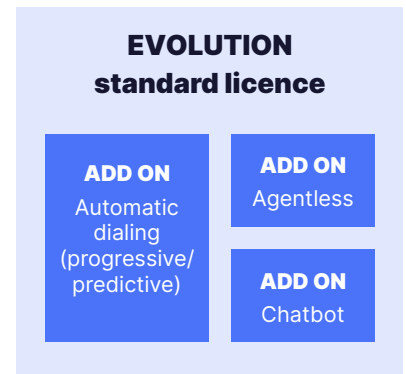
Create new interactive voice services or modify existing ones in real time. Deliver exceptional self-service by adding speech recognition and text to speech capabilities in more than 35 languages.

LICENSES: Everything you need for exceptional customer service

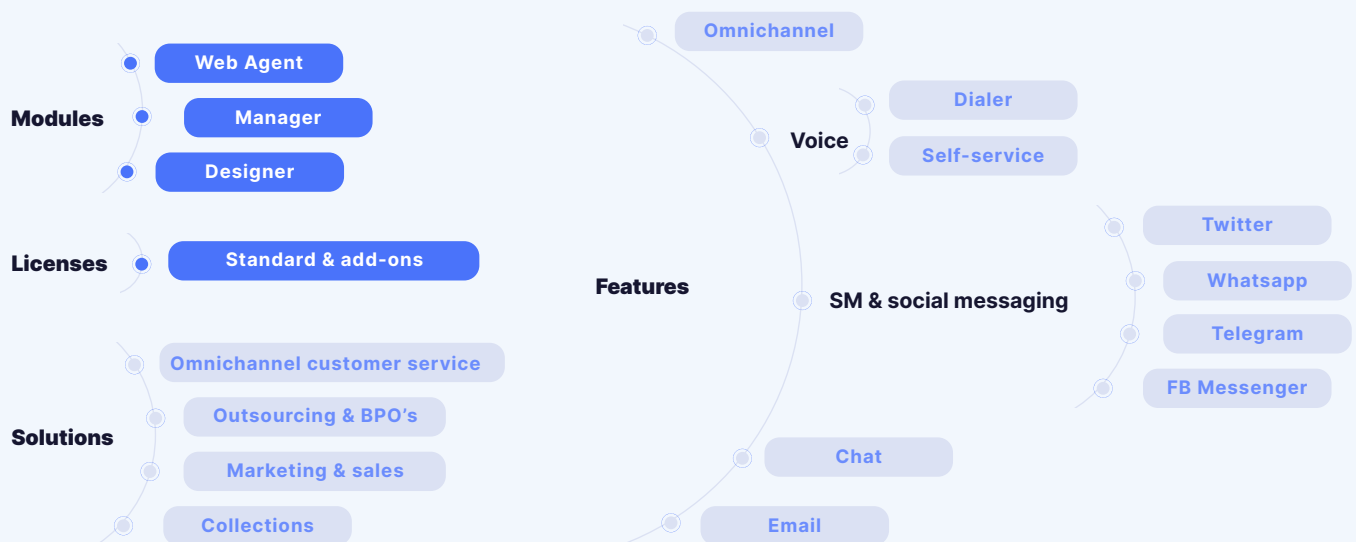
We know that each company is different, and that the needs may vary according to the sector, sales volume, type of customers, commercial strategies and much more.

That is why at EVOLUTION we offer different ways to set your license, so that you can assemble the tool with what you really need, to avoid paying more.

The Standard license offers the full functionality of the EVOLUTION software, except for the automatic dialing, agentless module and Chatbot. If you need these services, you can expand your license to fit your needs according to the number of agents in your Contact center, adding these modules to your standard license. You will also pay for what you use, according to your possibilities and characteristics of your business.



Product map



At ICR Evolution we help you **connect with your customers in an agile, simple, efficient and productive way**. Our EVOLUTION software allows you to **be where your customers are**, at the right time and in the most natural way, offering a 100% omnichannel customer service experience.

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