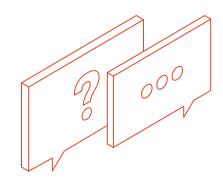# Question Response (QR)

Giving agents the right script tools to provide a consistent, world class customer experience.

How CCBox **Question Response** Works...

INTEGRATE

CCBox QR integrates with CCBox MRS, and the contact centre desktop, to provide an agent with an easy to use, single interface.

EMPOWER

Provides agents with a complete script to walk them through both inbound and outbound (dialler) calls. Providing customer details, retrieved from CRM, along with a the NEXT BEST ACTION for the specific customer based on their responses.

REPORT

As agents work through the call script, each response and next step is recorded providing a wealth of data on the success of each call, and the consistency of the agent.

Why choose CCBox **Question Response?**

COMPLEX CALL FLOW SCRIPTS MADE SIMPLE

An agent may be a member of multiple skills, with multiple lines of enquiry, in either inbound or outbound campaigns. In order that customers experience a uniform and quality assured journey, the use of a script can provide many benefits, guiding agents through calls and finding next steps/advising on actions. In addition each script utilises a separate background colour for rapid flow identification, so your agents immediately know which type of call is being presented.

TAKE THE NEXT STEP

The script is automatically loaded with customer data on call arrival, populated with customer info to enable ID&V, or simply smoothly flow the customer name into the call opening. As an agent works the call, each decision point is configured, with the agent clicking through the decision tree as they go.

CHECK AND CHECK AGAIN

Where compliance and KPI within calls are an issue, QR allows these steps to be highlighted within the script. Agents must physically check boxes to ensure they have completed such steps effectively. Where calls may require payments to be taken, steps to ensure compliance to the process can be embedded into the script, e.g. a 'pause recording now' button or 'send an email' button.

CUSTOMER HISTORY

Where a customer has been called before in an outbound scenario, or called into the contact centre, a log of the call is maintained within QR, including call outcome codes, and agent notes. When new calls are made or received, the call history is shown to the agent to provide context to the current call.

REDUCED TRAINING TIME

With the ability to see the call script, follow step by step instructions, and have all key call elements

highlighted, it is possible for agents with relatively little experience and training to pick up a call flow and script, hit the key metrics and QA points and handle successful calls.

For more information on any of our products or services please visit us on the Web at: www.ccbox.global