Moxie

✉ CONCIERGE EMAIL

Offer Personal Touches with Professional Power

THE INDUSTRY CHALLENGE

As more customers choose email as their preferred method of communication for inquiry resolution, customer contact centers will become inundated with managing and answering customer email inquiries. Consequently, response times will be measured in days rather than minutes and can cause immensecustomer frustration.

To assure customer satisfaction, companies must prepare their contact centers by deploying an email management solution that will both cut costs and respond to the increasing volume of email.

THE MOXIE SOLUTION

Moxie Email is a flexible, cost-effective email management automation system designed to administer large volumes of incoming email. With an easy-to-use interface, agents see a complete view of each customer's history across multiple emails and multiple channels. Email also enhances agent productivity and quality of interactions through automatic responses using natural language process engine, pre-scripted responses, and optional Moxie Knowledge integration.

According to a Jupiter Research article titled Justifying the Costs of Technology, "Companies that deploy email automation systems are able to handle 54 percent more email inquiries per hour than those with customer build applications, and 63 percent more than companies using business applications."

Benefits

- **Respond Rapidly, Accurately, and Securely:** Guide 24x7x365 communication, authentication and HTTPS connections, intelligent routing rules, automatic categorization, suggested responses, and managed escalations.

- **Improve Agent Productivity:** Streamline agent operations with expanded workspace capabilities. An agent can view multiple emails at a time, full-text indexing of emails increases the speed of email retrieval and decreases the time to resolution.

- **Measure and Optimize Performance:** Sophisticated reporting tools optimize contact center operations, such as reporting on which preset responses are most commonly used. Real-time management dashboards, agent timers and extensive management reports; 'Quality Control Outbox' configuration, SLA management for each message.

- **Shorten Response Time:** Immediately reduce the number of customer emails that require agent action with automated response technology. Reply to incoming email in less time with less overhead and fewer agents despite increasing volumes of inbound email.

"Because our programs have a direct impact on our customers' business results, we have very high standards when it comes to choosing technology partners." "Moxie is capable of delivering digital engagement solutions throughout the entire guest journey and will provide unmatched product functionality for years to come."

– Steve O'Malley, Division President, Martiz Travel M&I.

KEY FEATURES

Intelligent Rules and Routing

- Configurable routing based on defined business requirements, subject lines, Web form, or email content

- Configurable email approval workflow, transfer, and escalation rules

- Automatic response and categorization engines

Productivity Tools

- Generate automatic responses/ suggested responses and optional knowledge management integration

- Threaded history across all interaction channels

- Multilingual dictionaries, keyboard shortcuts, block editing, and spell check

- Agents can manage multiple emails on multiple timers

- Agent initiated email enhancements, Merge fields for easy personalization

- Notify account managers via offline email alerts and bridge the gap between managed and unmanaged emails systems

- Access mailboxes in real-time across the complete environment, monitor mailboxes and manage files and folder from a single interface

- New administrative interface for handling a library of attachments

- Mail formats and languages enables better visibility to email flow

Manager Functionality

- Customize agent and supervisor desktops

- Real-time, historical, and custom reporting on active emails, inbox content, email approval/disapproval workflow, and response times

- Configurable "Quality Control Outbox" can hold selected emails for supervisor review

- Easy point-and-click administration of agents, permissions, and roles

- Automatically filter slang and undesired language and content

Audit Trails and Compliance

- Content and author information is time-stamped and stored

- Complete historical record improves customer interactions and regulatory compliance

- Optional Secure Message Portal

- Supervisors can access and monitor agents' inboxes in real-time and ensure adherence to service level agreements (SLAs)

Automate email communications to meet specific industry regulatory requirements, ensure adherence to service level agreements (SLAs), and empower agents with powerful productivity tools for improved customer satisfaction.