

ServDesk

Fully customizable agent desktop
for Amazon Connect

An agent spends more than 40% of the time looking up the correct customer information from numerous back-end systems to answer customer queries. This leads to long wait times and dissatisfied customers. Enterprises will need to integrate multi-channel communications, CRMs, and enterprise applications to allow agents to have a 360° view of the customers to provide seamless customer experiences.

Servion's ServDesk, a fully customizable agent desktop for Amazon Connect unifies all your communication channels, contacts, and customer information in a single desktop interface to provide more personalized and efficient interactions.

Designed to empower your agents with the information that matters, ServDesk enables the agents to proactively support your customers, rather than figuring out who the caller is and what the call is regarding. They can manage inbound calls, outbound calls, direct messages, and emails in a single pane view to create a seamless customer experience. This keeps things simple for agents to increase their efficiency and productivity.

Servion's easy-to-integrate agent desktop comes with exclusive capabilities:

Agent Desktop: Supports screen pop with customer information from multiple channels, such as name, CLI,

DNIS, email ID, IVR transfer node, etc. It also supports a customer relationship database to upload and maintain customer information to seamlessly add and update customer information captured directly or IVR. It can display the last customer interaction by channel, along with recording playback and chat transcripts. It has 3-levels wrap up.

Chat Agent: Lets the agent simultaneously support five chats per agent from messengers such as WhatsApp and Facebook. It provides chat information such as customer information, captured messages, and chatbot interaction, along with a chat guide, chat mail, and the ability to route offline chat messages to agents. Other cool features include a chat plug-in for web pages, chat surveys, and chat transcripts for the customers.

Voice Agent: Comes with embedded call controls, voice mail with routing to agents, ability to upload outbound contacts with autodial from agent desktop, click to call from manual outbound, auto transfer of calls to voice surveys, call guide, etc.

Email Agent: Supports multiple emails per agent, email controls such as reply/forward/compose new emails, and mark emails as Junk or Blocked. It also allows the agents to close cases, duplicate or link to the cases.

Key Features



Contact Center Integration
integrates seamlessly with Amazon Connect



Omnichannel Unified Agent Desktop
Voice, Chat, SMS, Social Media, Email, and Task channels



CRM Integration
Integrates with leading CRMs – Salesforce, MS Dynamics, ServiceNow, and custom applications using REST APIs.



Outbound Dialing
Click to call and automated preview dialing



Inbuilt Customer Store
Screen pop and interaction history



Agent Assist
Canned messages, call guide, and knowledge base integration.



Wrap-up Tags
Call wrap-up with appropriate tags for reporting



After office-hours voicemail and chat
Ability to handle after office-hours voice calls and chat messages.



Admin Console
Configure and manage feature access by role.

Key Benefits

01

360° view of customers, unifying all communication channels, contacts, and customer information

02

Integrated agent desktop with a simple and intuitive user interface

03

Unifies voice and digital channels into a single platform

04

Omnichannel - ability to handle a wide variety of interactions

05

More personalized and unified communications

06

Low average handling times and the cost-to-serve

07

Quick to implement with pre-packaged integration



For more than 25 years, Servion has been trusted by customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. Servion has helped 600 enterprises across the globe deliver memorable experiences to their customers, partners, and employees.



Crafting CX solutions

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