A FULL SOLUTION TO
video contact centers

KVS
KEY ViDEO SPOT

Extended communication
+ exclusive relationship

KVS

Você está sendo atendido por
Alessandra

INFORMAÇÕES

ATENDENTE

CLIENTE

PROTOCOLO DE ATENDIMENTO

1532462

João Paulo: Gostaria de uma informação
João Paulo: referente a minha conta de energia
ALESSANDRA: Coloque o documento na scanner...

DIGITE A MENSAGEM E PRESSIONE «ENTER»

MENSAGENS

www.knbs.com.br :: V. 1.1

Identificação do Cliente
06233766298

João Paulo

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SCHALTER

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Video relationship: a real customer contact

technology allows business to go far beyond a client care: allows the relationship, proximity, the eye contact!

Video relationship allows the company and its brand presence.

The full solution of video contact center was created to control relationships under the operational and management perspectives. It incorporates itself with the existing service, on the same way the chat was incorporated into the traditional contact center.
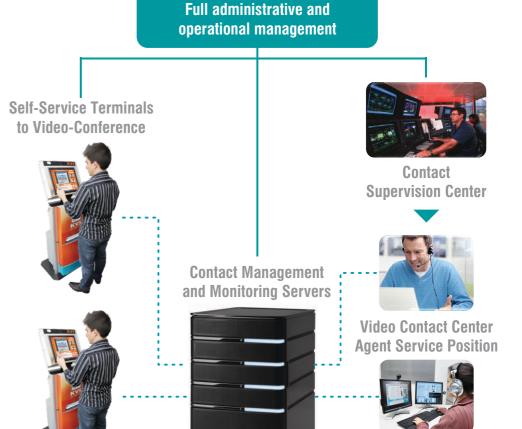
It generates all the operating indicators concerned to the operational infrastructure, queue control (with services priorities), service management, supervision and administrative visibility. This full solution is available on this KNBS product, the Key Video Spot.

How to improve and make a difference on customer service via a contact center?

The relationship is reduced by the client distance!

For this, we look for a solution gathering the closest contact with the client, effective interaction, perceiving him (her) and be perceived. "Eye to eye" interaction demands presence, creates synergy and humanizes the service: a video relationship is the special tool.

Full administrative and operational management

Self-Service Terminals to Video-Conference

Contact Supervision Center

Contact Management and Monitoring Servers

Video Contact Center Agent Service Position

Video Contact Center Agent Service Position

Secure Connections

The KVS solution comprises:

·Self-attendance terminals to video-conference (totems that can be installed in secure and customers high- flow environments, like malls, passengers transportation terminals, convenience stores and others). Totems bring onboard: video camera, microphone and speakers, as well as printer and scanner for document exchange

·VPN Communication Network over Internet, allowing a secure and low-cost communication

·Services integration and structuring of care, allowing interaction or integration into existing systems service (current Contact Center), with facilities for customer interaction, control and service audit

·Monitoring and management servers for service and service storage, allowing administrative access, supervision and remote control, recording service and exchanged documents. KVS provides all the facilities to the standard management of a Contact Center, including operational and management reports and satisfaction surveys

·Differentiated service queues control with service priorities on segmented and specialized care

·Video packets control, allowing institutional videos to be directed to the service location, filling the gaps between customers' calls

Relationship Centers

WEB Supervision and Monitoring Features

- Features dedicated to administration, contact center supervision and relationship managing
- Features dedicated to relationship quality (conversation and transaction supervision on line)
- Modular system configuration and deployment flexibility into robust databases
- Areas dedicated to storing documents exchanged during service session, as well as auditing compliance including voice and chat recording
- Security and access levels + operation logs
- System Configuration (parametrization of users, agent services positions and totems, availability of services for totems and agents, as well as languages)
- Remote totem operation including activation, deactivation, services association, software updating and institutional videos downloading
- Totems and agent service positions status and real time visibility
- Multilanguage screens and reports

System designed based on indicators leverages customization of management and supervision reports. Allows also creation of effectiveness indicators set by the traditional contact center. Dimensioning, installation, training and cultural customer behavior consultancy.

Integrated customer service agent infrastructure

- KVS app coexist on the same machine that supports the existing agent contact center features, respecting and using the CRM
- An optional integration into legacy agent systems
- Computer monitor dedicated to video service (recommended)
- Service interaction functions (copy and cut operating system' screens, printing and scanning documents, chat, sound and image transmission to the customer terminals
- Availability to receive scanned documents and store them into dedicated servers – agent machines register only their own events
- Pauses control and manage during agent activities
- Satisfaction and service surveys incorporated

System Control server

- KVS controls and directs video connections between Services Positions and Totems
- Control service request queues and services availability for Services Points to Totems requests
- Differentiated totems and agent position living hours management
- Supervision of visits (time of visits, days of service, agent availability as service time, break times and types of service availability)
- Presentation of totems and services positions asset and level of usage
- Service time supervision and agent performance
- Service availability control

Technology leverage customer care business: allowing relationship rising, proximity, and eye contact!

KVS focuses on client and operational process.

In times of hard competition and urge improvement in order to get enchanted the present and new clients, more and more the companies become conscious that the proximity with the clients and the quality of service in presale and post-sale are key factors to guarantee the business success. **A high-tech solution increases the credibility of the relationship services to customers and partners, whether in pre-sales, sales and post-sales..**

KVS incorporates itself into the existing service, in the same way the chat was incorporated into the traditional call center. It generates all the operating indicators from the operational infrastructure. Self-service terminals to videoconference were designed as totems. They bring onboard: video camera, microphone and speakers, as well as printer and scanner for document exchange. They permit contract negotiation and signature and a complete transactions audit process.

Some examples of its application are:

- Expanding the quality of post-sales, enabling the delivery of an advanced contact center, eye to eye with interaction, document exchange and fully manageable;

- Supporting and increasing sales by acting as a low-cost point of presence with features for complaints explanation, negotiation and sales. Totems could be used as demonstration products kiosks which perform in a remote decentralized environment operated by trained agents for clarification

We managed to include the entire remote care cycle in a simple in design and easy to access way.

KVS also provides:

·Campaigns setting into the service totems, with the activation of institutional/commercial videos, according to marketing actions established

·The incorporation of video relationship in self-service terminals for services that require complex care or transactions that require customer recognition, agent smart interaction and/or documents exchange

·The organization of teams of specialized and complex care or in different languages, as well as targeting of services to appropriated group of care

Video relationship allows the company and its brand presence

Best-in-class video and self-service terminals

KVS can be configured to suit the operation needs: it can use totems or modular configurations to create expanded opportunities for relationship.

The terminal service can provide: video camera, microphone and speakers, as well as printer and scanner for document exchange

The printer allows the agent to send information to the customer and contract to be signed, ensuring a complete care.

KVS

Getting closer the company, prospects, clients and partners, and increasing pre-sales, sales and differentiating post-sales.

·Specializing care with interactivity afforded by eye contact video-relationship

·Effective communication: generating customer proximity

·Fully differentiated and specialized care services, adding possibilities of self-service extended by video

·Agility: features incorporated to exchange documents and records, allowing a remote full care

·Effective Solution relationship

·Transaction security

Allows new horizons for relationship!

KNBS – Knowledge Networks & Business Solutions – works in the research, creation and development of business solutions based on technological expertise in the areas of computational engineering, electric engineering and telecommunications engineering, always trying to contribute to the development of the people and the client organizations through innovative, health-conscious and sustainable solutions.

The business solutions created and developed by our team include specialization in the following areas:

·Customer Relationship

·Knowledge Management

·Telecommunications Network Planning

·Business Intelligence & Solutions, Analytics

·Geographic processing

·Services and Solutions Technology planning

·Smart grid for the Brazilian energy industry (legislation, consulting and ITC solution development)

We frame problems and transform them into solutions. In order to achieve these results KNBS uses its top technologies and expertise to leverage the knowledge management, new processes, business which benefits the society in general. Our products and researches, based on innovation and criativity are translated into results.

This is the way we want to help to construct a better future added to the rationale behind our passion for technology.

Since 2003, our experience in top technology and business has allowed to apply knowledge and process to specific problems and find out efficacious solutions, with adequate cost-benefit relation. This improves the operation and strategy, resulting in business benefits.

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