Feature List

Release 7.24.0

Contents

Campaigns

Inbound Voice Campaigns

Schedules	Set open/close hours and schedule public holidays in advance
Emergency Messages	Pre-configure emergency workflows/messages for easy activation
Virtual (holding) queue	Setup a virtual queue above an DID (e.g., mobile phone) for out of hours call queuing
Wrap code triggered emails/SMS	The agent's selection of certain wrap codes can trigger emails and attachments to the caller, e.g., terms and conditions, application form, standard contract
Inbound to Outbound Callback	Inbound calls can be converted to outbound callbacks and be scheduled to suit the caller's preference, with designated agent or next available agent
Maintain Position in Queue	Callers may request a callback (rather than holding) and maintain their position in the queue
Interactive agent scripts	Contact details and history displayed to the agent, who can save updated details to file
Auto Attendant	Complex workflows to manage the caller's experience prior to joining a campaign queue, with branching based on caller keypad input
Text to Speech (TTS)	Text and system variable values are converted to soundfiles for immediate replay to the caller.
Capture caller input	Workflow objects to capture alphanumeric keypad interaction and voicemail messages from caller by recorded voice or telephone keypad (DTMF)
Web Service Connector (can be used to facilitate intelligent call routing)	An object in the workflow that can use customer caller ID (CLI), or information provided by a caller, like a ticket number for example, and query an external system. It can then return the information from the external system to the workflow which can be passed to another object in the IVR like 'Say Text' or 'Branch on Value'
Say Text workflow object	An object that can read text provided by another workflow object and say it to the caller. This could be useful for automated ticket updates based on a customer number for example. Multiple languages are supported
Estimated wait time and/or position in queue announcements to caller	Dynamic Text to Speech (TTS) used to compile a queue status message to play to callers wating in queue, e.g. "You are fifth in queue; with an estimated wait time of three minutes."
Music on hold playlist	Multiple soundfiles arranged in a MOH Playlist which allows easy replacement of announcements, e.g., a weekly marketing message
Awaken agent from auto-pause	Returns an auto-paused agent to the available state after a defined period of time. An agent who does not answer an offered call (if they are not using a persistent

	connection) will automatically be placed in the auto-pause state.
Call Recordings	Enable call recordings per campaign as well as auto start or agent start/pause/resume recording
Post Call Survey call ratio	Set the percentage of callers who are invited to participate in a post-call survey (NPS)
Caller Line Identification	Select which CLI is to be used for transfers in this campaign, choosing from: Caller CLI, Agent CLI, Organisation CLI, withholding the CLI, or selecting a specific numeric CLI.
Live Monitoring, Coaching & Barge-in	Supervisor can listen live to call in progress, coach the agent only or join the call to speak with both parties.
Auto-wrap	Set the auto wrap timeout and which wrap code is applied.
Service levels	Enter service level parameters to be used for SLA calculations with the option to exclude short calls by entering a custom short call duration
Clone Campaigns	Clone campaigns along with your choice of agent assignments, scripts, email templates, transfers, and Add to Queue settings
Agent Whisper	Play a sound file to the agent as they answer an inbound call to let the know which campaign the call has arrived on
IVR Payments	Process PCI payments via IVR object, allowing for 4hr payments
Divert Calls	Setup diversions to external numbers, alternative workflows or queues + pass through caller CLI.

Outbound Voice Campaigns

Adaptive Predictive dialler	Use of statistical algorithms to minimise the time that agents spend waiting between conversations, while minimising the occurrence of someone answering when no agent is available. Progressive dialing also available. Dialler can use the 'adaptive' algorithm which means it self-adjusts its speed (within given parameters) for optimum performance based on current contact rate – This ensures real time inputs are used to manage speed, rather than manual intervention.
Preview dialler	Enables agents to first view the available information about the contact and then request that the dialler makes the call
Manual agent dialing	Agents can make manual calls, which can be assigned to a campaign if required
Wrap code triggered emails	The agent's selection of certain wrap codes can trigger emails and attachments to the caller, e.g., terms and conditions, application form, standard contract
Call-backs to agent or queue	Call-backs can be scheduled to suit the caller's preference, with designated agent or next available agent

Multiple lists of Leads per campaign	A campaign can have multiple lists, each with a different dialler strategy
Multiple phone numbers per Lead	Each lead can have up to three phone numbers
List Weighting	Blend multiple calling lists with weighted proportions.
Set dialler rules per list	Dialler strategies can be tailored to the nature and age of a lead list
Dynamic rule changes	Implement changes to a dialler strategy without a campaign stop/start
Dial order	For each campaign, select the order in which the Dialler prioritises leads, choosing from: Date Only, Date Only (Descending), Date (Descending) then Priority, Date then Priority, Priority Only, Priority then Date, Priority then Date (Descending), Total Attempts Loaded Date (Descending)
Interactive agent scripts	Contact details and history displayed to the agent, who can save updated details to file
Define custom fields on Leads	Campaign-specific data fields can be created for inclusion in contact data and for display within scripts
Dial ratios	Set minimum and maximum dial ratios that affect the adaptive predictive dialers' performance in regard to abandonment rates
Filter leads	Use campaign lead filters to determine which leads are dialled, for example, filter out leads in a specific state due to a public holiday or filter leads in or out based on number of dial attempts.
Call Recordings	Enable call recordings per campaign as well as auto start or agent start/pause/resume recording
Complete leads	Allow/disallow agents to manually complete leads
Email address confirmation	Force the agent to confirm an email address before they can use a wrap code that automatically sends an email
Answering Machine Detection	Enable AMD which attempts to distinguish a human response from an answering machine
Auto-wrap	Set the auto wrap timeout and which wrap code is applied
Dialler window	Set the time period when the dialler operates for each campaign
Contact Call Time window	Set when the dialler is allowed to dial contacts - in the contact's timezone, for each campaign
Lists to dial	Enable/disable individual lead lists for a campaign
Survey call ratio	Set the percentage of contacts who are invited to participate in a post-call survey (NPS).
Clone Campaigns	Clone campaigns along with your choice of agent assignments, scripts, email templates, transfers, lead import templates, and Add to Queue settings
Caller Line Identification	Select which CLI is to be used for transfers in this campaign, choosing from: Caller CLI, Agent CLI, Organisation CLI, withholding the CLI, or selecting a specific numeric CLI.
Last in First Out	Dialler strategy that prioritises the most recently added leads
Robo Dialing*	Outbound dialing attached to an IVR, with an option to speak to an agent. *Requires custom work to configure

Chat Campaigns

Multiple concurrent chats per agent	Configurable up to five concurrent sessions per agent
Automated greeting when Agent joins chat (with parameters)	Initial chat messages can also be programmed
Customisable pre & post chat surveys	Ability to create pre-chat and post chat surveys for each session
Out of Hours survey	Messaging for chat requests when your offices are closed
Chat transcript	Chat transcripts are stored and can be attached to emails
Show agent avatar to customer	Contact centre can choose to show agent photos or other graphics to the client
Automatic agent greeting	Campaign-specific greeting when agent accepts chat request
Wrap code triggered emails	The agent's selection of certain wrap codes can trigger emails and attachments to the caller, e.g., terms and conditions, application form, standard contract
Agent can access history of previous chats with customer	Agent toolbar displays contact history
Standardised response templates	Boilerplate text allows agent to respond quickly
Transfer chat to a different agent/campaign	The agent can pass the chat session to a supervisor or specialist
Chat widget can be styled to match my website	The chat session design is fully configurable
Audible alert of new chat to customer	A sound can alert the agent to a new message from a contact
Increase Domain Security	When enabled, only domains added to the Allowed Domains list can be used in the chat request widget`
Service levels	Enter service level parameters to be used for SLA calculations with the option to enter a response time threshold

Email Campaigns

Keyword routing	Incoming emails are directed to a campaign queue based on keywords in the email address, subject line or body, e.g., complain, buy, compliment, product name
Email templates (plain text and HTML)	Pre-defined templates can contain boilerplate text and standard documents as attachments
Corporate mail server	Emails to a campaign can be routed through a corporate mail server
POP3 and SMTP support	Send and receive technologies can be fully customised
SSL/TLS support	Levels of security can be customised
Clone campaigns	Clone campaigns along with your choice of; agent assignments, scripts, and email templates

Free format emails	When enabled, agents can send free-format emails - that is, emails that are not based on a pre-defined email template
Service levels	Enter service level parameters to be used for SLA calculations
Email Drafts	Save an email in progress to receive a call – email reserved for agent to continue later.

Reports

All Queue Wallboard report	Displays live data relating to the DNIS, Workflow, Queue, and Agent interactions for Inbound Voice campaigns
Outbound reports	Display data about each outbound campaign activity.
Agent Actions reports	Provide details of the activities of one or more agents for a specified period
Agent Interactions reports	Provide data on an active agent's interactions with contacts
Agent Statistics reports	Detail agents' log in activities for the reporting period
Compliance reports	Used to track conformance to Statutory Regulations in regard to Abandoned Calls
Custom reports	Live Agent Status details, Dialler Progress and Dialler Performance statistics
List Penetration report	Track how many contacts on a lead list have been called and how many have been completed.
Dialler Outcomes report	Provides data on dialler outcomes for the current day grouped by the hour
Personalised & interactive dashboards	Combine all the data you need into personalised dashboards
Multiple access points	Access your data, anywhere, anytime through your browser
Data visualisation	Use data analysis tools to identify outliers and data trends
Over 40 report types	Select from sophisticated trellis charts to popular line and metre charts
Data analysis	Analyse data using Drill Down, Drill Through, or Drill Anywhere across multiple data sources
Data rich presentations	Communicate your insights more effectively by creating data rich presentations based on contact centre reports
Cloud-based	100% browser-based – there's no thick client for content creation or administration., Work from a single environment and enjoy hassle-free integration and deployment in the Cloud
Branding	Integrates seamlessly by adopting your look and feel

Report Management

Template-based reports	Create a report from a template and add it to a report page
Data Refresh	Report users can quickly refresh a report with the latest campaign data
Report scheduling	Set a date and time for a report to be run and exported to an email address
Custom report design	Create a new report based on datasets and groupings available to you
Report template customisation	Edit the report fields (hide/show fields and change field order)
Filtered data	Filter what information is included in a report, e.g., limit to a date range, or a campaign, or to a set of agents
Multiple report types	Where appropriate, reformat a report as a pie chart, bar graph or similar
Advanced chart settings	Change colours and legends to make your charts clearer, set levels that trigger colours

Extendibility & Interoperability

Open REST API	A featured API allows connection to third party systems such as your Customer Relationship or Workforce Planning software
Per application API keys (user managed)	Applications which access the contact centre API can be written by customers, channel partners, or a third party contractor
Call web service from IVR	The system can validate a caller's input using external web services
Embed web content in agent script	The agent can open external websites from the agent toolbar
External validation of script input	The system can validate an agent's input using external web services
API Keys	An authorised workspace user can create API keys that permit a client to gain external access to contact centre data
API Console	A feature that allows you to interact with our API and return results from your live data
Single Sign on	With Microsoft Azure AD for the CTI adaptor (integrated into the CRM)
JavaScript APIs	Capability to build custom CTI integrations into any web based applications.

External Channels

Email channels	Create a channel to an external email server
Email channel activation	Email channels can be deactivated when not required by an active campaign
Email filters	Set filters that restrict which emails are retrieved and direct emails to the correct campaigns based on keywords

POP3 and SMTP support	Send and receive technologies can be fully customised
SSL/TLS support	Levels of security can be customised
Caller Line Identification (CLI)	Reserve phone numbers as Agent, Campaign, or Enterprise CLI numbers
Agent Connection numbers	Reserve special agent connection numbers so that the connection calls can be distinguished from campaign related calls for billing purposes

Workspace Homepage

Log in and Log out	Users must log in and log out from the workspace
Unsuccessful agent logouts	Agents who failed to log out from the toolbar can be cleared from within the workspace
Manual agent log out	Agents can be manually logged out of the toolbar from within the workspace
System notifications	Users can see banner, message, or pop-up notifications, and dismiss them
Password change	Users can change their password
Control Panel	When enabled for the organisation, users can use the control panel to view data from active campaigns and registered agents
Registered agents display	A workspace user sees a display of registered agents and their logged in duration, agent status, and inbound agent priorities
Control panel filters	Users can set their default filters on data shown in the control panel
Control panel priority editing	Users can edit campaign and agent priorities from within the control panel
Dialled number search	Users can quickly locate the records of any activity relating to a specific phone number
User Auditing	Track changes made by users for audit purposes.
User Roles	*User Roles* enables the System Administrator or Campaign Manager to set up roles that have specific permissions. These roles can then be used to assign to groups of people that perform a specific function.
Teams	A Team is a group of agents and users that perform similar functions, e.g., work on the same campaign, and can be assigned to the same Team.

Organisation Settings

Strong security settings	An authorised user can dictate the organisation-wide password security level and rules
Lightweight Directory Access Protocol	Implement 'same sign on' using organisation LDAP for individual users or agents
Predictive dialler	An authorised user can set organisation-wide predictive dialler settings

Call settings	Enterprise-wide call settings can be configured by an authorised user
Email campaigns	Enable/disable email and set a default email channel for the organisation
Caller Line Identification	Implement CLI for Organisation, Campaign, or Agent
Timezone	Implement timezones for your organisation, campaigns, agents, or leads
Chat	Enable or disable chat for the organisation
Maximum active chats	Set maximum chats for your organisation or per agent
Chat theme	Set the default chat theme for the organisation or campaign
Call recording	Enable call recording for the organisation

User Profiles

User Profiles	Search, view, add, edit, and delete user profiles
Lightweight Directory Access Protocol	Implement 'same sign on' using organisation LDAP for individual users
Timezone	Specify individual user time zones
User permissions	An authorised user can select which features a user profile can access
Module access	An authorised user can select which modules a user profile can access
User level	A user can be set to Super User, with access to all features and campaigns

Agent Profiles

Agent Profiles	Search, view, add, edit, and delete agent profiles
Agent Toolbar displays	Set what controls are visible to the agent in the toolbar
Agent permissions	Set what features are available to the agent in the toolbar
Manual calls	Set how manual calls are treated; association between manual call and campaign can be made mandatory, optional, or impossible
Agent connection persistence	Agent can maintain a persistent connection between system and their phone or can be connected just prior to a call being connected

Files

File import/export	Upload or download audio files, documents, or images
File descriptions	Edit the description associated with each file so other users can understand the purpose of the file
Files replacement	Upload the latest version of a file to supersede earlier versions

Pre-recorded soundfiles	Upload soundfiles and listen to them using embedded playback controls
Text-to-speech soundfiles (TTS)	Use the TTS engine to generate soundfiles from the text you enter, using your preferred TTS profile
Music on Hold playlist	Assemble a playlist of individual soundfiles
Music on Hold playlist management	Remove and replace soundfiles in a playlist to make it current

Chat

Chat themes	Create an enterprise-wide or a campaign-specific chat session design
Chat templates	Make available to agents a piece of text for easy inclusion rather than expecting them to type the text in full and with consistency
Chat Surveys	Pre, Post and out of office surveys can be set up

Leads

Lead Import with field mapping	Import lead lists into your campaign, mapping fields in the list to your contact fields
Lead Import with timezone mapping	Import lead lists into your campaign and nominate a list field to establish timezones
Lead List Updates	Import new leads into an existing list
Lead history	Open a display that shows all previous attempts to interact with a lead
Lead List Management	View Lead Lists, rename a list name, show leads for the list, delete the list
Dialing Filters	Set filters to be used by the dialler when it starts to dial the list, e.g., only call numbers in New South Wales
Display settings for lead search results	Configure what is visible in the display of lead lists after a search
Display settings for lead history display	Configure what is visible in the display of a lead's history

Notifications

System Messages	An authorised user can create and broadcast a message to all workspace users or all toolbar agents or both. Messages can be in one of three formats: • Pop-up messages that cannot be ignored • Banner messages that persist until dismissed • My Account messages

Data Fields

Contact data fields	Use contact data fields to manage lead data that the dialler requires to initiate contacts
Activity data fields	Use activity data fields in agent scripts to capture agent data input

Transfer Pool

Transfer destinations	Create a library of transfer destinations for your enterprise that any campaign manager can draw upon when configuring their campaign

Pause Reasons

Pause reason management	Pause reasons can be created and assigned to one or more campaigns for use by agents in the toolbar
Edit or delete an existing pause reason	Pause reasons can be edited or even deleted if not assigned to a campaign
Enforce a valid pause reason	Agents can be forced to select a pause reason from an assigned list when entering the paused state

Workflows

Operational hours schedules	Working hours schedules, indicating when agents are available, can be used by one or more campaigns
Schedule management	The working hours schedule can be updated to accommodate weekly changes such as team meetings or holidays
Workflow and call path creation	The user experience is dictated by the call path taken as a result of the caller's input
Workflow management	The workflow name and description can be updated to ensure other users understand its purpose
Validate Hours workflow object	An object in the workflow can check the working hours and dictate the path taken when an agent is not available
Workflow cloning	A workflow can be copied and renamed for use in another campaign
Workflow deletion	Workflows that are no longer associated with a DNIS or campaign can be removed from the contact centre
Web service Connector	External databases can be queried with caller input and then return data to the workflow

Scripts

Script pages management	A script can have many pages organised to assist the agent to conduct the interaction in accordance with campaign objectives
Script page design	Use the Script Editor to maintain the script pages
Script objects	Select pre-defined script objects that assist you to create complex scripts to address the campaign's needs
Script page navigation	Use Page Navigation controls to move the agent between pages and along the most appropriate branched path

Script page template creation	Save your script pages as templates that are available when creating new script pages
Script page template usage	Easily create a new script page based on your previously saved templates
Script preview, publish, and deletion	Preview your newly created or altered scripts before you commit them to your campaign

Wrap Codes

Wrap code creation	Wrap codes are used to close an interaction with a contact, and record the results of that interaction
Wrap code assignation	Wrap codes can be selected from the pool for use in one or more campaigns
Wrap code email template	When a call is wrapped with this wrap code, an email will be automatically created and sent, using the selected template

Quality Assurance

QA agent	Designate an agent profile as QA Agent so that they can be assigned call recordings to review and score
QA questions and scoring	Create the review questions and possible scores for the QA Agent
QA display settings	Configure what information the QA Agent can see
Call assignation	Assign call recordings to the QA Agent to be reviewed and scored
QA agent login	QA Agent can see those calls assigned to them
Call review	QA Agent conducts the review by listening to the assigned call recording and then answering the review questions and assigning a score
QA results export	Export the QA assessment results for inclusion in management reviews

Text to Speech (TTS) Profiles

TTS Profiles	Create your own TTS profiles from a range of different personas. Each TTS profile can then be used to create system soundfiles and within intelligent workflow objects such as Interactive Join Queue, Request Callback and Say Text

Agent Toolbar (Agent interface)

Toolbar login and phone connection	Agent uses browser to log in to toolbar and connect to phone
Logout	Agent logs out of toolbar
Toolbar Password	Agent changes log in password

General contact data display	Agent sees pop up display on toolbar when interaction commences
Agent status display	Agent sees a display of their status, and the time in status
Queue displays	Agent sees a display of the length of the queue for each campaign type they are assigned to
Status change	Agent can toggle between pause/unpause unless it is prohibited at organisation level
Preview contact data	Agent sees pop up of contact details and can initiate the call
Call hold/retrieval	Agent can toggle between Place Call On Hold/Retrieve Call
Agent to agent call	Agent can make a call to any other agent logged in to toolbar
Next lead selection	When authorised, agent can open a display of leads and nominate one as their next contact
Manual lead completion	When authorised, agent can open a display of leads and mark a lead as completed
Manual callback creation	Agent can create a callback for outbound dialler calls and allocated manual calls
Wrap code callback	Agent can create a callback by using linked wrap codes
Callback list display	When authorised, agent can open or close a display of scheduled callback
Script page navigation	Agent call moves between script pages using the *Next* menu
Contact data capture	Agent can enter data received from the contact into activity fields embedded in the script pages
Toolbar notes	Agent can enter notes into the toolbar during a live interaction
Transferred call notes	After receiving a transferred call, agent can see notes enter by the transferring agent
Transfer to a telephone number	Agent can transfer a call to an assigned telephone number, choosing to talk to the agent that answers or simply to affect the transfer
Transfer to another connected agent	Agent can transfer a call to an assigned agent
Transfer to a workflow	Agent can transfer a call to an assigned workflow
Attended transfer to a workflow	Agent can transfer a call to an assigned workflow while continuing to speak to the contact
Conference call	Agent can add one or more agents into the conversation
Associated manual call	When authorised, agent can associate a manual call to a campaign
Un-associated manual call	When authorised, agent can choose to not associate a manual call with a campaign
Manual call from within an inbound or outbound call	After completing an interaction but before wrapping it, the agent can make a manual call that is associated with the campaign
Email message from the script	Agent can initiate an outbound email during their interaction with the script
Search email records	Agent can search the email records for an email referenced during a current interaction

Reply to an incoming email with an email template	Agent can use a template to generate a response to a received email
Reply to an incoming email with a blank template	Agent can create a new email in response to a received email
Transfer the incoming email to another email campaign	Agent can move a received email to another campaign
Return email to the queue	Agent can return a received email to the queue to make it available to other agents
Forward the incoming email to a different email address	Agent can forward a received email to another email address
Send an automatic email template based on wrap code after a call	Agent can trigger an automatic outgoing email by selecting certain wrap codes
Hang up	Agent can terminate a voice call
Wrap code	Agent can summarise an interaction using a wrap code

Campaign Artefacts

Call Recordings

Call recordings	All call recordings can be searched, viewed, replayed, downloaded by users based on their user role privileges, and archived
Edit wrap codes for call records	Wrap code data in the call records can be edited

Callback

Agent and queue callback	All callback data is stored in the database and can be searched and viewed
Callback re-assignation and editing	Callback data can be edited individually or in bulk

Voicemails

Voicemails	All voicemail records can be searched, viewed, replayed, and archived
Voicemail leads	Create leads from the voicemails
Duplicate leads	Find and trim duplicate leads

Emails

Email records	All incoming email records can be searched, viewed, replayed, and archived
Email replies	Search for and view email replies sent by agents
Transfer emails	Transfer an email to a different email campaign

Action/un-action	Change the status of incoming emails to actioned or un-actioned
Email leads	Create a lead from an email
Save emails as Draft	Ability to save an email as draft to allow Agent to take a call and come back to it at a later date/time

Chat Transcripts

Chat transcripts	All chat transcripts can be searched, viewed, replayed, and archived
Transcript leads	Create a lead from a chat transcript

Pre-Built Integrations

Salesforce Integration

(some functionality is also available for Microsoft Dynamics, ServiceNow & Zendesk)

Open CTI integration (inbound & outbound calls for Salesforce sales cloud and/or service cloud console)	When an agent accepts an inbound or outbound call, Salesforce screen pop is triggered based on caller CLI or any other information captured during the call. This search can be carried out on both standard and custom field in Salesforce
Create activity record in salesforce in standard or custom field in real time	Every agent interaction can create an Activity record in Salesforce which contains information about the call including: • Agent Activity ID • Direction of call • Campaign • Agent Name (will be automatic based on Salesforce User) • Link to call recording • Any other Data Fields defined by the user • Comments entered by the agent during the call • Wrap code • Duration
Call recording	Call recordings can be accessed directly from Salesforce
Click to dial	Agent can make calls directly from salesforce from standard or custom objects
Routing calls based on salesforce data fields	Calls can be routed based on data look up from Salesforce in workflow
Update salesforce fields based on the DTMF inputs in IVR	Salesforce can be updated with information captured in workflow
Load lead list	A lead list exported as CSV from Salesforce can be imported into ipSCAPE to be used by the dialler. This can be fully automated by a Salesforce button which would automatically push the lead list to the dialler

Additional Services Via Integration

Data Analytics	We can integrate with any BI solution (e.g. PowerBI)
ipSCAPE PAY	PayShield is ipSCAPE's solution to enable its clients to collect and process credit card payments and be PCI DSS compliant The Payment Card Industry Data Security Standard (PCI DSS) is a set of security standards designed to ensure that ALL companies that accept, process, store or transmit credit card information maintain a secure environment. PCI DSS applies to ANY organisation, regardless of size or number of transactions, that accepts, transmits or stores cardholder data. ipSCAPE Pay works with the following payment providers; Bambora, Blackbaud, Braintree, Commonwealth, CyberSource, EWay, Ezibit, Fat Zebra, Flo2Cash, Ingenico Ogone, NAB, PayDock, Secure Co, SecurePay, STRIPE, Westpac & Windcave
Natural Language Speech Recognition & Playback	The solution will align to a modern conversational voice response (CVR) pattern comprising of: · ASR - automatic speech recognition · DTMF - Input via touchtone telephony · TTS - high quality Text To Speech playback
Speech Analytics	Via a partner, we can provide an AI based Speech Analytics solution that can: • Provide quality assurance • Customer satisfaction scoring • Root cause analysis • Identify propensity for; fraud, customer & agent retention & custom use cases
Triggers & Webhooks	A trigger event in ipSCAPE can initiate communication with other web applications (for example when a lead has been attempted 2 times, complete it in one list and create it in another
Workforce Management	We have a fully integrated WFM solution (Agyletime), which can provide the full suite of WFM tools