

## PRODUCT SHEET

# Agent Guidance

Prompt agents and improve customer interactions with intuitive guidance software, linked to your Liberty ContactCentre solution.

Your contact centre is the face of your organisation, handling many touchpoints during a customer's journey with you.

Your agents have a tough job. You hired them as you felt they would be great in the role. But days into the job you present them with scripts (lots of them!), to support each call. Reality is that the agent then focuses on the script rather than the customer. And the agent's personality (why you hired them) is lost along the way.

Then there's many screens, detailed processes and multitasking. It's hard for the agent to listen to the customer with so many distractions. You're reliant on your agent covering the right topics at the right time on the call. Or missing them out altogether.

The more you do to join up the journey, the easier it is for your agents to give seamless customer experience every time.

Netcall's Agent Guidance supports this. A step-by-step guide that pops up on to the agent's desktop, working alongside your Liberty ContactCentre solution. Agent Guidance presents the questions agents should be asking at the right time. Whether it is a call, email or web chat, it joins up the journey. And your customer walks away happy with the personal seamless experience they expect.

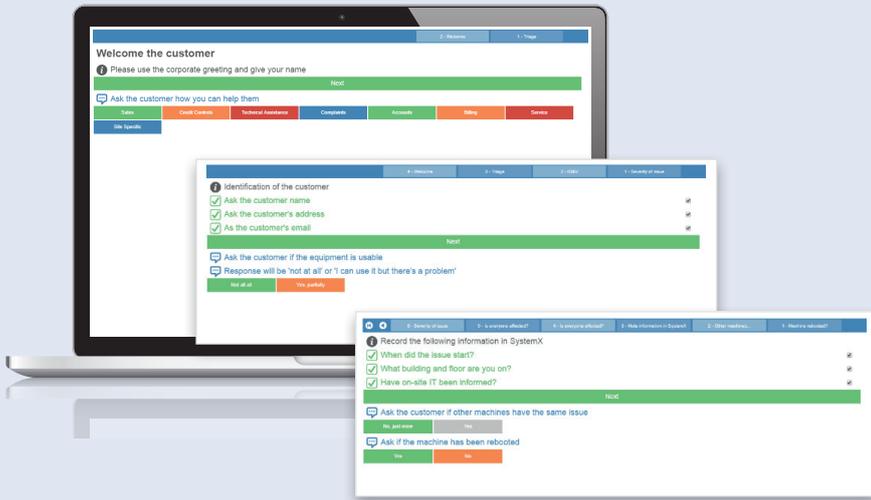
### Key BENEFITS:

- **Transform customer experience**  
No matter who handles the call, the experience is seamless and personal.
- **Easy to set up and implement**  
With an easy to use and intuitive interface your agents and your business can be up and running in no time.
- **Reduces training time**  
Whether it's onboarding a new starter or up / cross skilling teams you can provide tailored guidance based on agent experience and ability.
- **Improves agent experience**  
Share and re-use winning approaches from top performing agents.
- **Stay compliant**  
With structured guidance you ensure your business stays regulated. Present the information that is needed.

### Key FEATURES:

- **Contextual framework for agents**  
Guide and prompt customer conversations with a comfortable dynamic flow. Build and re-use guides quickly and easily as required.
- **Easy to administer**  
This tool remains in the contact centre without the need to involve IT. And it's permissioned based.
- **Customer insight and reporting**  
Track customer answers and achieve first contact resolution goals. Then reuse the insight to train other agents.
- **Pause and resume the conversation**  
This unique function allows the call to resume at the point it left off, without having to repeat information.
- **Quality management**  
Use the reporting function to identify recurring problems areas, remove those that don't add value and highlight individual training needs.

**Take a deeper dive** | Contact us today for a demo  
Visit [netcall.com/multichannel](https://netcall.com/multichannel)



Agent Guidance

## Move from complex processes to easy-to-use guides

Transform complex processes into easy-to-use guides that respond to the agent and customer interaction. Encourage active listening to the customer's conversation.



Watch the webinar

## A solution tailored to your needs

### Protect your systems and data

- Permissions-based administration access control
- Track user activity with a detailed audit log

### Simple and straightforward integration

- Seamless integration with your legacy infrastructure
- Agent Guidance is dependent on having Liberty ContactCentre installed
- Integrates with your current systems including extending the use of your Liberty ContactCentre solution

### Flexible UK customer support

- Choose from our selection of flexible customer support packages

### Stable and reliable software

- Developed and maintained in the UK
- Requesting and implementing enhancements is simple and painless

## > Netcall Liberty Platform

Netcall Agent Guidance is a module of Liberty, our next-generation customer engagement platform.

Liberty unifies contact centre channels to create an end-to-end customer engagement hub.

It gives users full control over the contact centre and allows them to manage contacts, content and data.

Each Liberty module can also be deployed as a standalone solution to enhance the capabilities of legacy systems.

Learn more about Liberty  
[netcall.com/liberty-platform](https://netcall.com/liberty-platform).

## > About Netcall

Netcall is a leading provider of end-to-end customer engagement solutions.

Our mission is to transform the way our clients interact with customers. We help them deliver a seamless and exceptional customer experience across all channels. Using our solutions they work smarter, gain competitive advantage and lower costs.

All of our solutions are secure, flexible and best-in-class. They're easy to implement and simple to use.

## > At a glance

- 700+ customers
- Over 20 years' experience transforming customer engagement
- We deliver specialist solutions for the public, healthcare and private sectors
- We serve 70% of the NHS Acute Health Trusts
- We support over 300 contact centres.



## Take a deeper dive

Contact us today for a **demo** visit [netcall.com/multichannel](https://netcall.com/multichannel)  
Or call us on **033 0333 6100** and say "Transforming Engagement"