

Brikerbox Dashboard

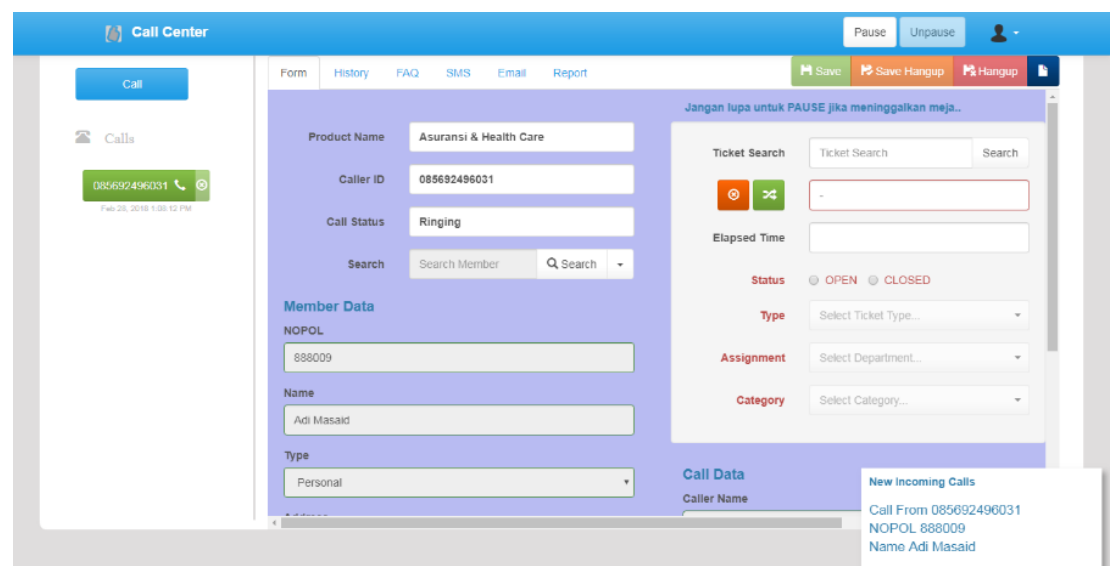
Data Sheet

Automatic pop up customer data for agent



Overview

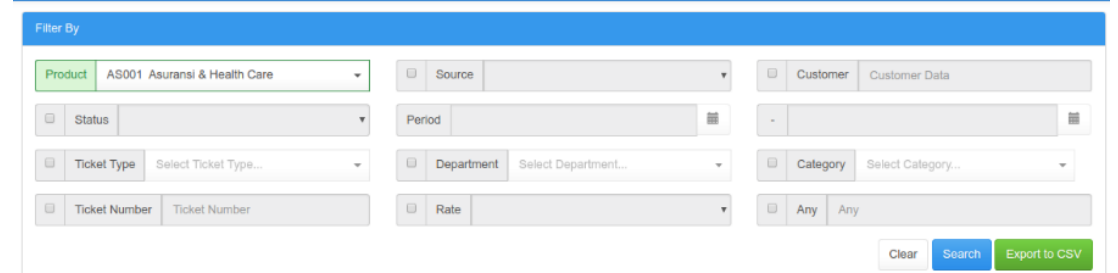
Brikerbox Dashboard is a call center application. It handles incoming calls and other method of communication made by customers and prospects. When calls coming-in a popup screen displayed automatically with various information for agents to follow up and made the business. It also saves all conversation and inputs for further processing.



Key Benefits



- * Multi tenant
- * Multi product
- * Dynamic form configuration
- * Knowledge Information System
- * Support integration with third party application
- * Support integration with customer's database
- * Support for ticketing system
- * Support customization
- * Ready for cloud call center system
- * Web Based
- * Cloud Backup
- * Secure VPN



Ticket Number	Ticket Date	Elapsed Time	Ticket Status	Ticket Type	Department	Category	Rate	Source	Action
1802000010	2018-02-27 15:40:06	00:02:37	OPEN	Keluhan	Kelenaga Kerjaan & Umum	Pencairan data Kelenaga Kerjaan	-	INBOUND	ing
1802000009	2018-02-27 15:31:26	00:11:17	OPEN	Klaim	Asuransi Kesehatan	Biaya Rawat Inap Rumah Sakit	-	OUTBOUND	
1802000008	2018-02-27 15:30:31	00:00:23	CLOSED	Registrasi	Personalia	Pengajuan Unregister Member	Excelent	INBOUND	
1802000007	2018-02-27 15:28:20	00:14:23	OPEN	Registrasi	Personalia	Pengajuan Menjadi Member Baru	-	INBOUND	
1802000004	2018-02-26 23:48:09	00:19:16	CLOSED	Klaim	Asuransi Kesehatan	Biaya Rawat Inap Rumah Sakit	Excelent	INBOUND	pe
1802000005	2018-02-26 23:48:45	15:53:58	OPEN	Registrasi	Personalia	Pengajuan Menjadi Member Baru	-	INBOUND	pe
1802000002	2018-02-26 23:41:14	18:01:29	PROCESSING	Registrasi	Personalia	Pengajuan Unregister Member	-	OUTBOUND	me

Core System



Management Features

- Call form data
- Customer form data
- Search
- Data type form support : text, radio, combo
- Import & export customer data
- Notification system
- Pause
- Screen pop field
- Information text on agent form
- Database Connection



Agent Features

- Screen pop alert on incoming call
- Automatic look up customer data on incoming call
- Hot Desking
- Dialer
- History call data
- Call notes
- Product knowledge information
- Softphone integration



Report Features

- Multiple type search option coming call
- Historical reporting
- Agent activity
- Call tracking
- Export report
- Attached recording file

Plugin



Ticketing

- Streamlined assignment ticket
- Agent collision avoidance
- Attach file on report
- Time log
- SLA compliance report
- SLA alert
- Ticket progress notification
- Customer satisfaction rating
- Multiple ticket tabs
- Assignment management
- Ticket category management

Why choose Brikerbox Dashboard Solution ?

Our solution based on our experience within years, you can meet and exceed expectations with rapid, high quality service delivered by web based services, the call center, field engineers, and our supports. We help your business to provide better access for customer, so they can gain best experience & precise information about your product.

Also our system ready customization for your business needs, do not worry our development team is local people so we can understand better and give appropriate solution.

About PT Infotech Media Nusantara

Infotech Media Nusantara provides telecommunication products and solutions for various type of businesses. Our clients include communities, government institutions, small, medium and large companies nation wide and international. Our Vision is Contributes to the advancement of Information Technology to elevate people prosperity and our mission is actively involved in the development of product and solution based on Information Technology in Indonesia and in the world Provide product and solution based on Information Technology with the best quality which contributes positively to the advancement of customer's businesses.

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