



eudata



R&D Team

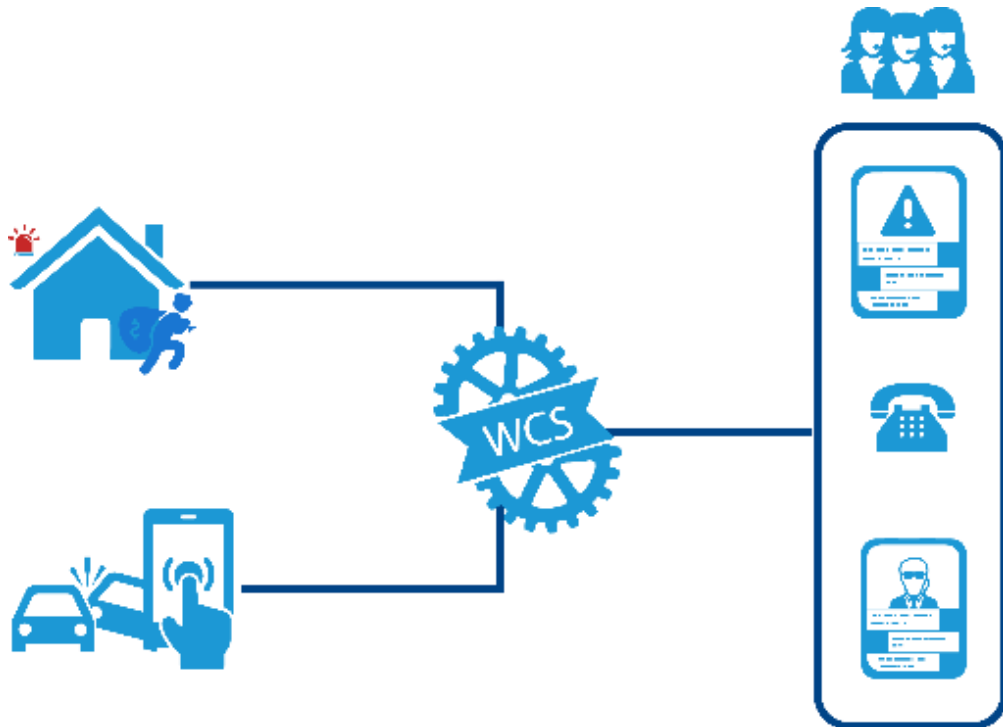
# SOLUTION BREAKOUT

Interazioni tra cliente online e advisor





# EUDATA IOT SOLUTION FOR CUSTOMER CARE



IOT Devices can be part of the Customer Service Process in order to enhance and simplify the customer experience

Real time interaction with IOT Devices in home or on cars permits to be in contact with your customer when he has the problem, without access to IVRs in these critical moments

Create assisted services for your customers based on their activity and needs



# Asynchronous Interaction management (Interaction Server)

Feature details for all the asynchronous channel called Interaction Engine:

- **Full customizable Interaction:** it is possible to queue several interactions type based on specific custom needs
- **Preferred agent:** If an agent or expert handles an asynchronous session, reply to that session, preferably gets that agent
- **Interaction history:** WCS transforms single asynchronous session into conversation making it simple to group and search past sessions using a simple and intuitive contact history
- **Interaction Engine SDK:** with a simple rest API you can control, schedule or handle interactions.
- **Agent Desktop SDK:** with a simple Javascript API you can customize the Agent Desktop to handle the incoming interaction in the best way you want and mapping your workflow.
- **IOT:** Interaction Engine can be used for the handling of asynchronous interactions such as events coming from field sensors (IOT) to be passed to any representative.



Grazie

To be continued...

