

Roaring Pine



iConnect Datasheet

iConnect is a Network ACD Package that provides contact center features and enables Internet-based chat and collaboration between customers and support agents.

iConnect is used by service representatives in help desks, call centers, electronic commerce applications and customer support organizations involving both general commerce and IT-related sessions.

iConnect improves the customer experience, makes more efficient use of the service representative's time, and reduces errors in the transaction.

System Architecture	<ul style="list-style-type: none">▪ Internet-based, distributed, scaleable and extensible▪ No preloaded software required for clients▪ No changes to client's firewall or router configuration▪ Works with Microsoft, Mac and other client systems
Session Setup	<ul style="list-style-type: none">▪ From a website form, during a phone call, from an email▪ From the desktop, to an automated agent
Network ACD	<ul style="list-style-type: none">▪ Skills-based routing and queuing▪ Delivery of alerts to agents via Internet, phone or pager▪ Full feature transparency for remote agents▪ Call detail recording and supervisor monitoring▪ Agent transfer, agent messaging and automated agent
Collaboration Features	<ul style="list-style-type: none">▪ Full duplex and interleaved chat options▪ Drag and drop sending of files▪ Cut and paste of website pages and other documents▪ Interactive form completion using standard HTML forms▪ Agent-directed co-browsing, client-directed co-browsing
Website Launch	<ul style="list-style-type: none">▪ Works with standard HTML forms▪ Any number of fields allowed for input▪ No special administrative or website changes required▪ Client can select communication mechanism
Automated Agent	<ul style="list-style-type: none">▪ Any agent PC can operate as an Automated Agent▪ Clients connect from a website form or an email▪ Scripts are selected using client data and run automatically
Integration	<ul style="list-style-type: none">▪ Works with VoIP and click-to-talk services▪ Allows iSupport launch from an iConnect session▪ Allows record export from the accounting database▪ Allows PBX to optionally control agent selection

About Roaring Pine. Roaring Pine is a company in Boulder, Colorado with 15 years of experience in developing real-time collaborative software and technical support tools for PC technicians and corporate help desks. In the mid-1990s, our VoiceView-based Help Desk product was the killer app for remote technical support and was included on PCs from Packard Bell, Sony, Hewlett Packard, Acer and others.



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1705 14th Street #184 • Boulder, CO 80302 • www.roaringpine.com • 303.443.2032

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Product Display

Quick Order Form

Item # Qty

Buy Now!

iConnect Status ●

Client Richard Davis

Before ordering, I would like to know the type of leather used in this luggage.

The leather is drum-dyed, full-grain napa leather which requires minimal care.

Type in the box above to chat
Chat will be sent automatically as you type.

Applet status: Internet

3425 - display - Microsoft Internet Explorer

www.roaringpine.com/cgi-bin/push/remote/DQ000_13425.html

iConnect

Contact Information

Call Number: 13425 Call Received: 2004-03-10 09:07:54

Contact Type: Internet chat and presentation Contact Value: 1

Telephone Number: 303 111-1111 Callback Time: (MT)

IP Address: 67.4.17.240

Browser: Mozilla/4.0 (compatible; MSIE 5.5; Windows 98)

Subject: Contact: Demo

Customer Information

*Name: Richard Davis

Title:

Organization:

*E-Mail: rdavis@company.com

Address1:

Address2:

*City: *State:

Country:

Push Client Cancel

Push

Richard Davis

- 2002.GORPTravelReservi
- AUTOsupport.ets
- AUTOscript1.ets
- AUTOscriptTOLD.ets
- AUTOscriptTOLD1.ets
- AUTOscript2.ets
- GORPautoScript.ets
- GORPshippingScript.ets
- GORPstartScript.ets
- iConnectIenIBack.ets
- ISupportConcept Desktop
- ISupportConcept Overview
- ManageFiles.pg
- PCanalyze.ets
- QBtest.ets
- RPeBusinessSolutions.html