

Automate Insights into Actions with **iAct™**

OnviSource

Your path to
Intelligent Contact Center



For a Smarter, More Efficient, Intelligent Contact Center

In today's fast-paced, customer-driven world, staying ahead means combining the power data-driven insights and automation to increase productivity, reduce costs, eliminate errors and delays, and achieve operational efficiency.

Automation that delivers tangible results

Boost Productivity

Enhance Accuracy

Increase Agility

Reduce Costs

**Combined with interaction and desktop analytics,
iAct transforms today's contact centers
to Intelligent Contact Centers**



Create a contact center that's not just reactive but proactive and intelligent. Whether it's improving agent performance, customer engagement, productivity, or profitability, iACT delivers the tools to succeed in an ever-changing business landscape.

Redefine What's Possible

iAct bridges the gap between advanced analytics and the actions needed as a result of the analytics, by automating, in real-time or at a scheduled time:

- Reports
- Agent wrap-ups
- Workflows, tasks, and processes
- Notifications such as emails, desktop popups, texts, chats, social media postings, etc.
- Launching other applications or analytics
- And much more

Impactful Benefits

- ✔ Free your agents from manual tasks and let them focus on doing more and delivering value to customers.
- ✔ Reduce errors and delays with automated workflows and data-driven decisions.
- ✔ Respond to customer needs faster with instant notifications and preemptive actions.
- ✔ Streamline and automate processes to cut unnecessary costs while improving outcomes.


OnviSource

800.311.3025 | 469.241.9200

info@onvisource.com | onvisource.com