QARAR
Analytics | Software | Advisory

Agent X is a call centre agent's virtual assistant. Agent X provides agents with customer specific insight & direction during calls in an intuitive manner. It guides and supports agents to motivate and inspire high performance via an engaging, and dynamic interface.

Agent X is configurable to meet the needs of sales, collections & customer service.

HOW AGENT X WORKS

Agent X hovers above all applications delivering relevant data in real-time

Icons change with real-time data.

Agent X draws and presents live data from Qarar's AI engine Decision*Smart* and clients' systems in an intuitive and dynamic dashboard

Agent X pops up with performance based messaging and recommended action

Note: Customer qualifies for a settlement value of 80%...more

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Existing System

BENEFITS

- Relevant customer specific insights
- Grow sales, revenue & customer satisfaction
- Improved productivity
- Reduce agent turnover
- Reduce training requirements
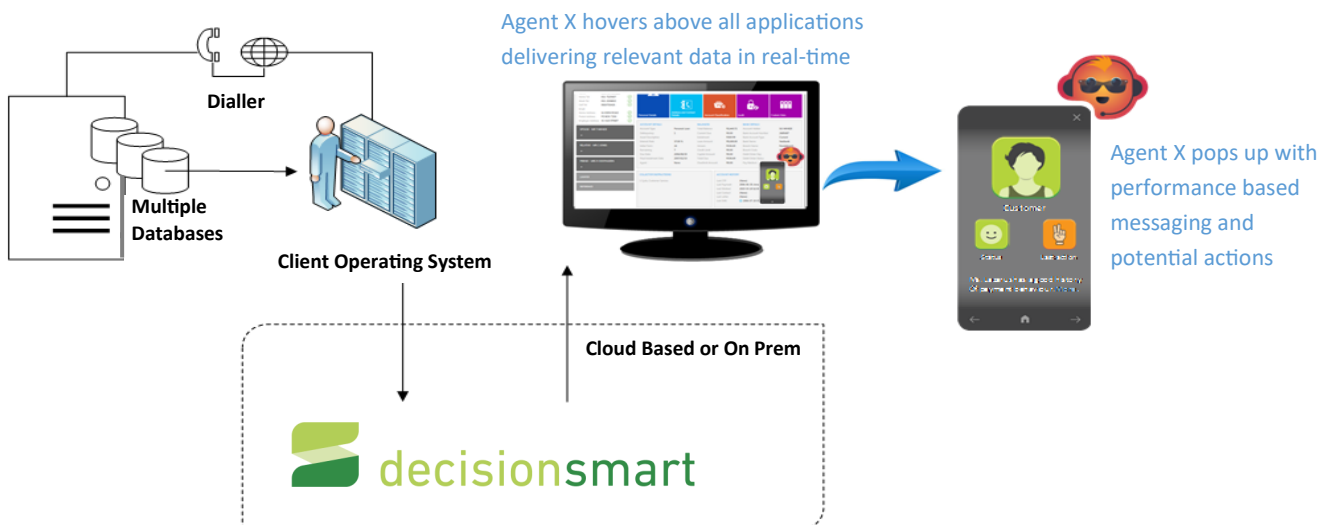- Low cost to implement and maintain

FEATURES

Agent X has:

- An unobtrusive & simple interface that hovers over open applications
- Intuitive and dynamic dashboard
- Delivering real-time analytical insights to improve call outcomes
- Click through capability to access more granular customer insights
- Delivering real-time performance data to motivate agents
- Icons that change in real-time for accurate representation of data

TECHNICAL SPECIFICATIONS

- Agent X is made up of a collection of components based on the Microsoft Stack:

    Agent X Client UI – Desktop based [requires Windows 7 or later and .NET framework 4.6.1 or up] WPF application

    Agent X Services – Web Services [requires IIS 8 or later]

    Agent X Database – SQL Server database [2016 or later]

- Web services component hosting is on-premises
- Data source connection method is preferably via Web Service API
- Implementation will vary based on Customisation requirements

AGENT X ARCHITECTURE

- Using Qarar's proprietary decision engine which runs in the background, DecisionSmart is the effective brain behind Agent X and is agnostic of any operational system.
- Whilst the agent facing module (Agent X Virtual Assistant) and associated infrastructure is deployed as a "floating" user interface that remains in the foreground "on top" of any management system.

Agent X hovers above all applications delivering relevant data in real-time

Agent X pops up with performance based messaging and potential actions

Dialler

Multiple Databases

Client Operating System

Cloud Based or On Prem

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Visit www.qarar.org or call us on +971 4 3759363 for more information and a demo of Agent X.