

Title (en)

SYSTEM AND METHOD FOR PROVIDING CALL CENTER-BASED CUSTOMER SERVICES

Title (de)

SYSTEM UND VERFAHREN ZUM ANBIETEN VON AUF EINER ANRUFZENTRALE BASIERTEN TEILNEHMERDIENSTEN

Title (fr)

SYSTEME ET PROCEDE PERMETTANT D'OFFRIR DES SERVICES CLIENTS DEPUIS UN CENTRAL TELEPHONIQUE

Publication

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Application

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Priority

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Abstract (en)

[origin: WO9853593A1] A system and method for providing call center services, such as customer surveys and order reentry, is data-driven and can be used to perform services for many different customers, without developing a separate application program for each customer. A product, running as an application on a PC workstation, provides basic call flows that are easily customized for specific customers by integrating customer profiles with an underlying application. The underlying application retrieves pre-defined customer profiles for various services at start up. When an agent workstation receives a call, the application references the particular customer profile by a key, such as the called number. The application then performs one of several basic call flow processes, such as a question and answer survey, taking orders for a customer's product, etc., under the customer profile. The application reads and interprets the customer profile, and inserts information specific to that customer into specific places during the call process.

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