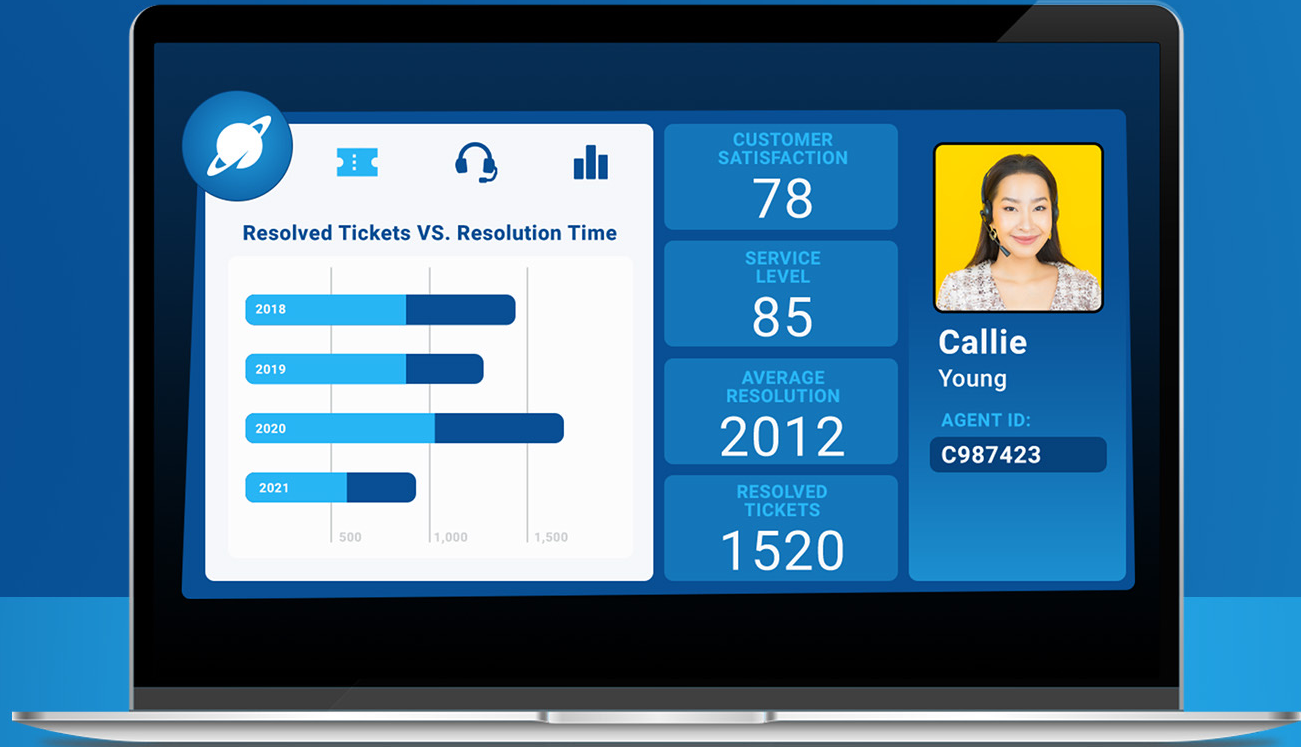




for
**Contact
Center**





Awarded by CIOReview

Provide Exceptional Customer Service

Korbyt Anywhere acts as the singular data visualization extension that brings together your call center data sources, whether in the cloud, on-premise or hybrid. From any location and on any device, you'll increase customer satisfaction and productivity of your Supervisors and Agents.

Solutions That Elevate the Call Center Experience



Deliver Omni Channel Customer Service

On-premise, work-from-home or remote, Korbyt Anywhere is available to all of your Supervisors and Agents. Targeted data is pushed to desktop screens, mobile devices, or digital signage wallboards—visualized to drive ease of use, engagement, and productivity.

Personalize the Customer Experience

Personalized, real-time data delivered to the right Agent is key to increasing engagement — and the boost in productivity that follows. Enable Agents to more efficiently serve customers to drive satisfaction and loyalty.





Visualize the Data That Matters Most

Korbyt Anywhere unifies the right data and KPIs into a single, usable dashboard: a visually stimulating display that drives engagement through more accessible, actionable information. Toggle between different data sets and messaging or brand and format for desktop, mobile or signage wallboards.

Orchestrate Efficient Operations

Automate the Call Center experience with Supervisor-led business rules and workflows. As data changes throughout the day, Korbyt Anywhere triggers messages and screens that drive the next behavior.

ALERT!

Calls in Queue

16

All available agents, please pick up phones during the rush. Thank you!



Deploy from the Cloud, On-Premise, or Both

Whether you're currently enjoying the benefits of a fully cloud-based operation, still on-premise, or transitioning between — Korbyt Anywhere supports your Contact Center in any configuration or deployment.

Integrate with Any Call Center Data Sources

Count on Korbyt Anywhere for Call Centers to enhance your customer experiences. With countless integrations available, Korbyt Anywhere's call center products and solutions can streamline Agent tools to drive increased customer satisfaction.



Key Features and Benefits of Korbyt Anywhere for Contact Center



Agent Desktop

A direct window on every agent's desktop screen, customized for any visual style, displaying personalized data and controlled messages supervisors need to communicate. Integrated data from any source, delivered through an engaging dashboard interface, with image or video-based messages and notifications that drive productive action to increase Agent performance.



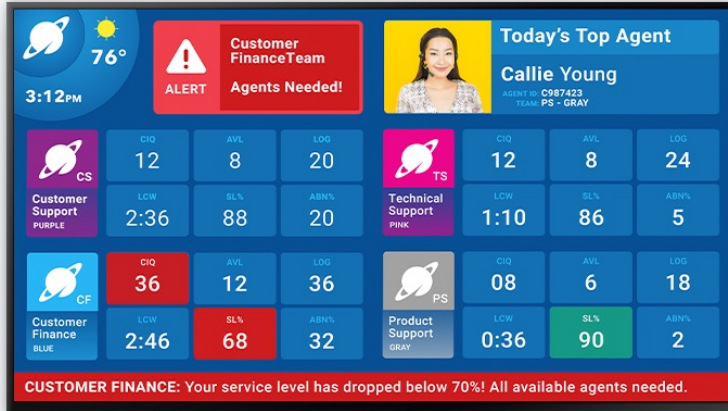
Supervisor Desktop

An effective visual means to monitor individual Agent and team performance: call queues, average wait times, downtime, or any KPIs relevant to your Call Center operation. Supervisors can push critical data and notifications from multiple sources directly to Agents' desktop screens, to provide support, communicate priorities and reassign resources.



Supervisor Mobile

Extend your Supervisor's reach with the Korbyt Anywhere mobile app. Free supervisors from a single stationary location or device and extend their ability to communicate data-based decisions in real-time, whether they're working remote or walking the Call Center floor.



Call Center Wallboards

From calls in the queue to real time sales results, your digital signage displays data and leaderboards as compelling visuals that elevate team productivity and drives results. Korbyt Anywhere easily integrates with your Automatic Call Distribution data sources, combining the key information into a single clear, actionable visual wallboard display the entire team uses together.

Services to Help You Transform Your Call Center Experience

Our professional services team provides the support you need to integrate Korbyt Anywhere with your Automatic Call Distribution or data sources, rapidly and effectively.



Cloud Migration, On-Premise or Hybrid Implementations

From physical servers to full cloud migrations, engage Korbyt's professional service consultants to help you plan and execute your deployment of Korbyt Anywhere.



Data Integrations

Korbyt Anywhere has hundreds of existing integrations. Engage our professional services consultants to assist you with your data integrations and configuring your new, elevated Call Center workplace experience.



Automation Configuration

Engage our professional service consultants to configure business rules and workflows that automate your Contact Center operation and turn data into behavior-based action.