

Omni-Channel Agent Desktop

Product Highlights

Everything your customer service advisors need, right at their fingertips.

User Experience (UX) is important for agents, as it can influence their efficiency and productivity.

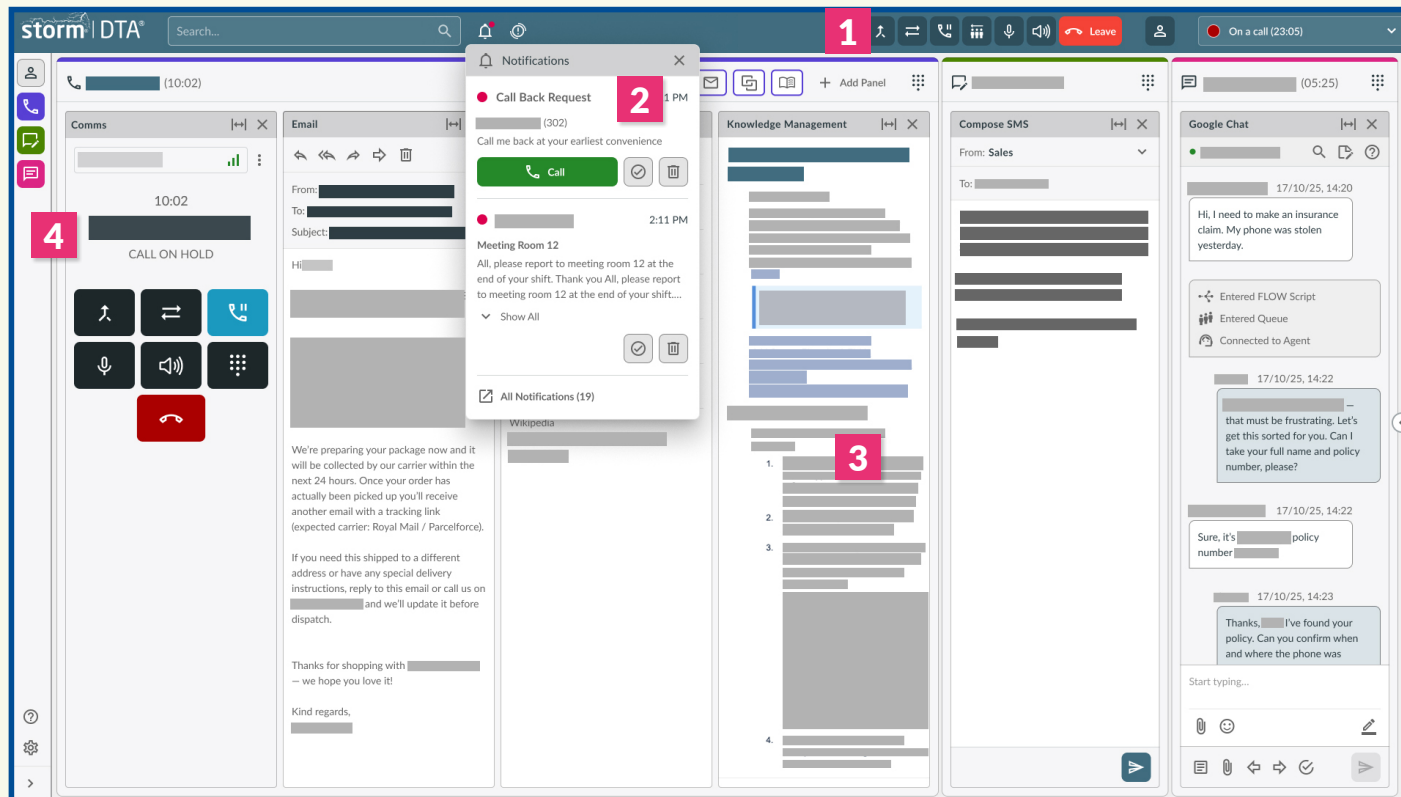
Provide your agents with the best UX possible with a unified, easy-to-use, and highly-accessible interface. Every customer interaction from any channel is delivered directly to their screen. They can service multiple, simultaneous interactions effortlessly, and access key customer journey information side-by-side. The workspace is intuitive, and designed for users of all abilities.

storm[®] DTA[®] (Desktop Task Assistant) offers a single interface equipped with all the tools agents need, and designed in a way that empowers every agent to service omni-channel interactions with ease.

- A **single, unified interface** for servicing channels: voice, email, SMS, web chat, video, WhatsApp, Facebook, Instagram, Trustpilot, Viber, LINE
- Browser-based, allowing access from **any internet-enabled device** without the need for running a native application
- Highly accessible interface, **compliant with Web Content Accessibility Guidelines (WCAG) 2.2 AA**. This ensures ease-of-use for users of all abilities, including cognitive and physical, through design features such as keyboard-driven navigation and screen reader support
- Supervisor capabilities to monitor and support agents, including live sentiment scores, keyword alerts, and listen-in and barge-in functionality, enabling **real-time interaction assistance**
- Multi-factor authentication and access controls for **maximum security**
- **Co-browsing capability** for agents to navigate a customer's website or application, with tools such as screen share, remote control, and full device sharing.

storm® DTA® in Action

A unified agent workspace displaying a live voice call and multiple digital channels, with additional panels for notifications and knowledge management.



- 1** Quick support tools – Request supervisor help or transfer calls seamlessly using a convenient control panel.
- 2** Stay informed – Notifications provide important updates and messages from supervisors in real time.
- 3** Knowledge at your fingertips – Access relevant knowledge management articles to assist customers more efficiently.
- 4** All interactions in one place – Manage voice calls, web chats, and social media messages without switching screens.

Start The Conversation

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