



Interaction γ
Search

**Critical interaction data .
At your fingertips .**

GAMMA γ
ENGINEERS™



Costly Interactions

The average contact center performs hundreds of interaction searches every year. The reasons for the searches can be as varied as legal research, agent performance and call flow analysis. With typical tools such as logs and reports these searches can take hours or even days and involve both contact center management as well as IT. That's expensive time and often causes important searches that should be done to be skipped and opportunities for improvement missed.

Gamma Engineers has developed a simple, convenient end-user tool to perform these searches in a fraction of the time and across all your interaction channels.

Introducing Gamma Interaction Search ^γ

3/13/09 to 3/15/09

Current Search

ACD Queue (86000) x 77000

10:31:23 PM (00:00:17)

3/13/09	Call Type	Start	End	ANI	DNIS
	Abandon	11:24:14 PM	11:25:25 PM	NIA	86000
	Abandon	10:31:23 PM	10:31:24 PM	NIA	86000
	Abandon	11:24:14 PM	11:25:25 PM	NIA	86000

3/14/09

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Free form dynamic search
Multiple data sources
Multi-site searches
One unified interface for all interaction channels
Search contact center statistics and customer database

Fast and easy
Fully customizable
Simple browser based tool
Integrate into existing desktop applications
Implement in weeks, not months or year



Savings and Service

Every technology should deliver the business value to pay for itself. Interaction search is no exception. That's why Gamma Engineers conducts a business case analysis of the solution – with your data, your costs and your assumptions. The cost savings alone – on just the searches you perform today – the solution can pay for itself in as little as six months. And that doesn't count all the improvements in operations and customer service you can realize now that you'll have the tool you always needed.



Sample Search Cases

Consults	Positive call
Debugging	QA
Hold time	Routing validation
Abusive customer	Training
IVR	Transfers by Agent
Legal / Fraud	Trouble call

Supported Technology Environments

- Genesys Call Concentrator
- Genesys Interaction Concentrator
- Genesys Infomart