

PRODUCT SHEET

City Assist

KEY FACTS

Product Name

City Assist

Version

1.0
March 2019

Compatibility

Up to Cisco UCCE/X 11.6
Up to Cisco PCCE 11.6
Genesys T Server
Genesys Pure Cloud
Avaya RT Socket Server

Deployment Size

From 5 seats to
Enterprise

Platforms

Windows 2012 R2,
Supports High Availability

License Model

Per seats perpetual plus
AMC

NovelVox City Assist

One Integrated Contact Center Solution for all Government Services

NovelVox City Assist is One Integrated Contact Center Solution for all Government Services Ensuring Quality Engagement with Citizens. It empowers contact center agents by providing them with all data and services on one desktop Now your agent can handle more call efficiently, while giving delightful call experience to citizens.

NovelVox City Assist effectively monitor real-time contact center performance and motivate agents with most advanced and interactive wallboards. These wallboards have the ability to transform the gigabytes of data that your ACD, IVR (and other) generates into actionable insights. Supervisors will be able to view their team performance stats and receive audio/visual alerts, SMS or email when thresholds reached.

Business Benefits

- ✓ One Integrated Contact Center Solution for all Government Services
- ✓ Know your Caller and Dynamically Get details based on IVR Feeds.
- ✓ Optimize Workforce, Take More Calls in Less Time
- ✓ Advanced Supervisor Desktop for County & Governments
- ✓ Complete Knowledge Base at Your Service
- ✓ Realtime Monitoring Wallboards
- ✓ Reduces training time for new contact center agent
- ✓ Improves AHT and productivity of the agent
- ✓ Mobile Dashboards for Anytime Access

Key Features

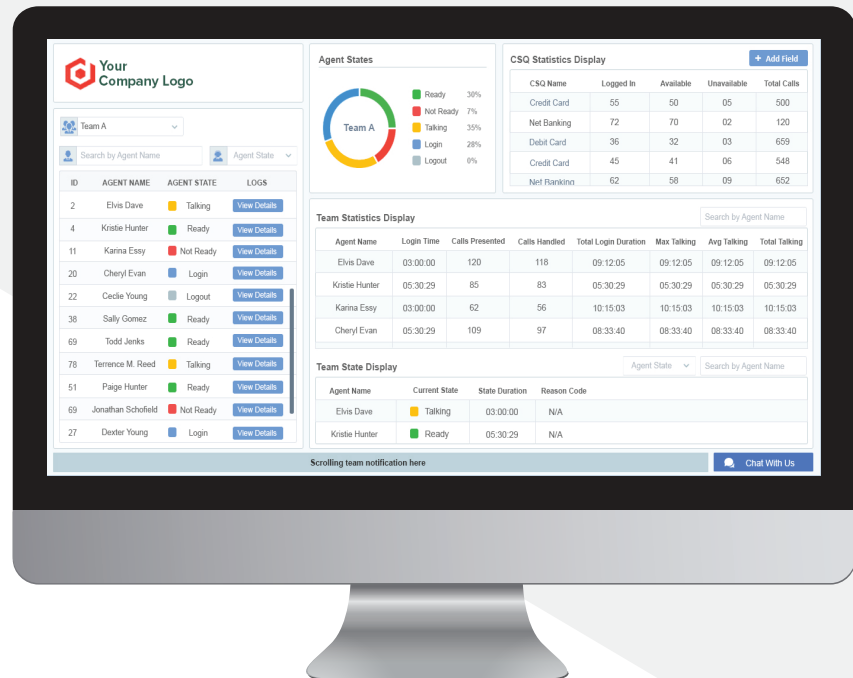
- ✓ Unique Unified Agent Desktop for Each Department including 311
- ✓ Customized Supervisor Desktop
- ✓ Mobile & Tablet Dashboard
- ✓ Agent Scripting Tool
- ✓ Integrated Knowledge Base
- ✓ Custom Designed Wallboard for each Department

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- ✓ Ready Integrations with
 - ✓ Microsoft Dynamics
 - ✓ Salesforce
 - ✓ ServiceNow

Sample Screenshot



3rd Party Integration

Leveraging NovelVox Universal Connector, NovelVox City Assist can be integrated with 3rd Party Products such as Call Logger, Quality Monitoring Tool etc. using technologies such as Java, SOAP/XML, REST, SQL, JavaScript, .Net or any open API framework. Any KPI managed using a separate application such as wallboard can also be integrated within the Finesse Unified Supervisor Desktop.

Professional Services and Support for Demand Surges

The NovelVox professional services team is at your disposal for rapid client deliveries. With 24/7 support and our 150+ strong software development team, we are always on hand to help.

ABOUT NOVELVOX

The Contact Center Software Innovators

Established in 2008, NovelVox is a leader in Contact Center software development. NovelVox solutions are used globally, across multiple industries.

Contact Us

enquiries@novelvox.com
www.novelvox.com