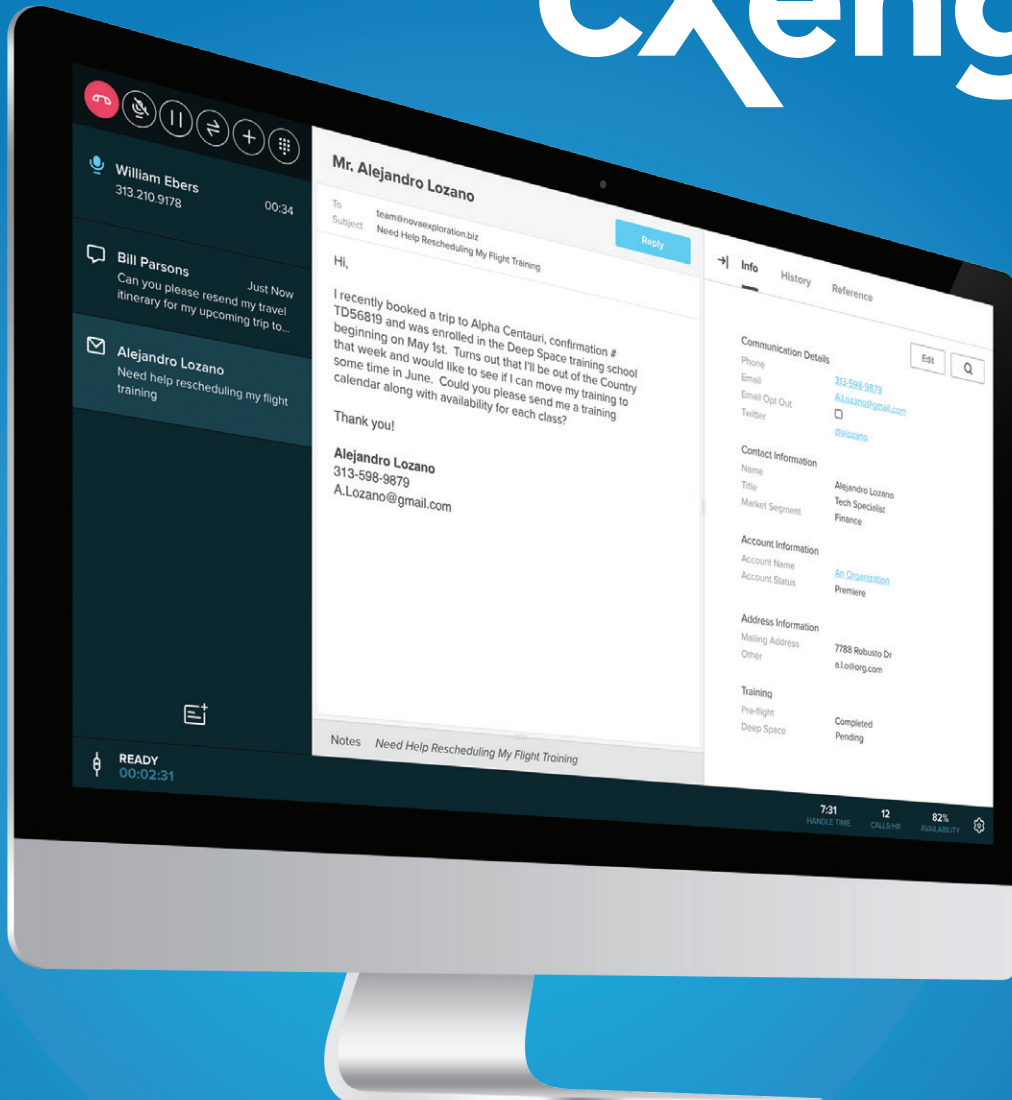# serenova™
shine bright

CXengage
SKYLIGHT

For **Brighter** Agent Experiences

Easy to use and respond across multiple channel

With CxEngage Skylight, your agents gain the ability to respond to customers in any channel - or pivot seamlessly from one to another as needed to improve the customer experience. Whether it's a phone call, email, chat session, SMS, or Facebook message, the messaging, interaction, and customer contact management panels in Skylight are integrated within a singl pane of glass, making it easy-to-use and faster to respond without having to switch applications.

Customer information, front and center

Skylight is engineered specifically for today's multichannel contact center agent. Within a single window and with minimal clutter, Skylight puts the customer profile front and center, with the most critical and recent information in clear view. The agent can then drill-down easily for more details – since all of the customer's interaction history, across every channel, is there in one place.

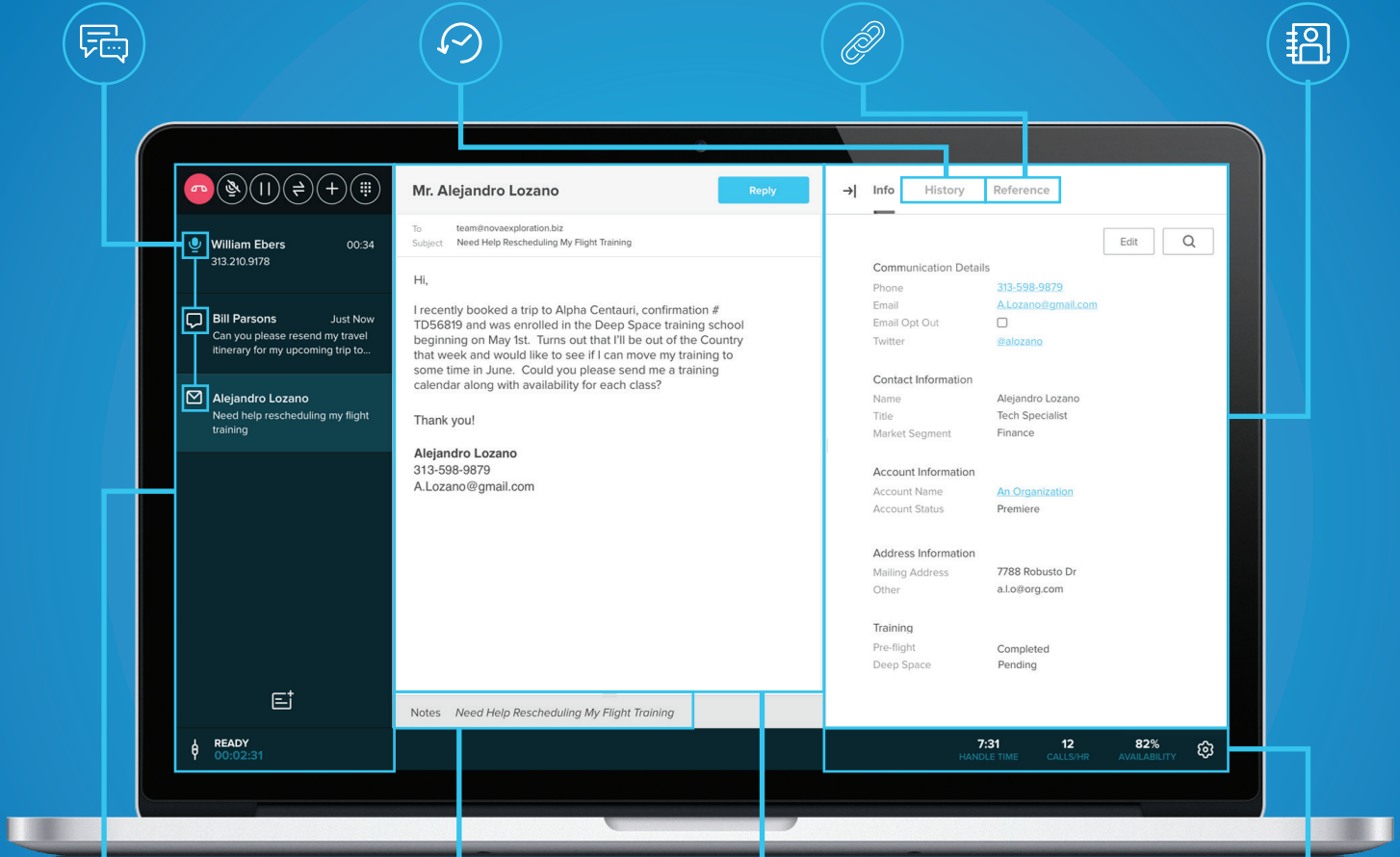### Built for speed and accuracy

With Skylight, your agents spend less time and need fewer clicks to complete the most common functions. Plus, agents can take advantage of messaging templates and scripts to ensure consistent quality, and ultimately deliver 360 degrees of customer satisfaction.

Omni-Channel Message Pivoting

Complete Interaction History from within contact record

Link to external Knowledge

Contact Management Panel

William Ebers 00:34
313.210.9178

Bill Parsons Just Now
Can you please resend my travel itinerary for my upcoming trip to...

Alejandro Lozano
Need help rescheduling my flight training

Mr. Alejandro Lozano Reply

To team@novaexploration.biz
Subject Need Help Rescheduling My Flight Training

Hi,

I recently booked a trip to Alpha Centauri, confirmation # TD56819 and was enrolled in the Deep Space training school beginning on May 1st. Turns out that I'll be out of the Country that week and would like to see if I can move my training to some time in June. Could you please send me a training calendar along with availability for each class?

Thank you!

Alejandro Lozano
313-598-9879
A.Lozano@gmail.com

Notes *Need Help Rescheduling My Flight Training*

READY
00:02:31

Info History Reference

Edit 🔍

Communication Details
Phone 313-598-9879
Email A.Lozano@gmail.com
Email Opt Out ☐
Twitter @alozano

Contact Information
Name Alejandro Lozano
Title Tech Specialist
Market Segment Finance

Account Information
Account Name An Organization
Account Status Premiere

Address Information
Mailing Address 7788 Robusto Dr
Other a.l.o@org.com

Training
Pre-flight Completed
Deep Space Pending

7:31 HANDLE TIME | 12 CALLS/HR | 82% AVAILABILITY

Interaction Management Panel

Interaction Notes

Messaging & Scripting Window

Agent Statistics

Brighter Insights

Customer Journey Mapping

Full visibility into historical interactions including notes, call recordings, and chat / email transcripts that synchronize with each interaction so agents can focus on the customer rather than the software

Guided Interactions

Increase customer retention and drive sales growth by guiding agents with real-time scripting and messaging templates for voice, chat, SMS, and email

Reference Library

Embed a knowledge base, product catalog, or external website to draw from a limitless store of information

UI Panel (top left)

Brighter Outcomes

Performance Monitoring

Customizable agent metrics and presence states integrated directly into the global footer for real-time feedback and self-management of daily goals

Reduced IT Footprint

Integrated customer contact management with interaction history eliminates the need to invest in a standalone CRM

Less is More

Fewer clicks and fewer applications to switch between means greater agent productivity and the ability to support a higher volume of interactions

# **Brighter** Experiences

Unified Workspace

Maximize agent efficiency with customer contact management, multi-channel engagement, global call controls, statistics, scripting, and metrics -- all in a single unified interface

Simplified Interaction Controls

Click-to-dial, dial pad, and directory-led transfer in a clean and intuitive interface so agents can focus more on the customer and less on the tool

Multi-Tenancy

Agents can support multiple departments or business units from a single interface simultaneously through the day without logging out and back in again
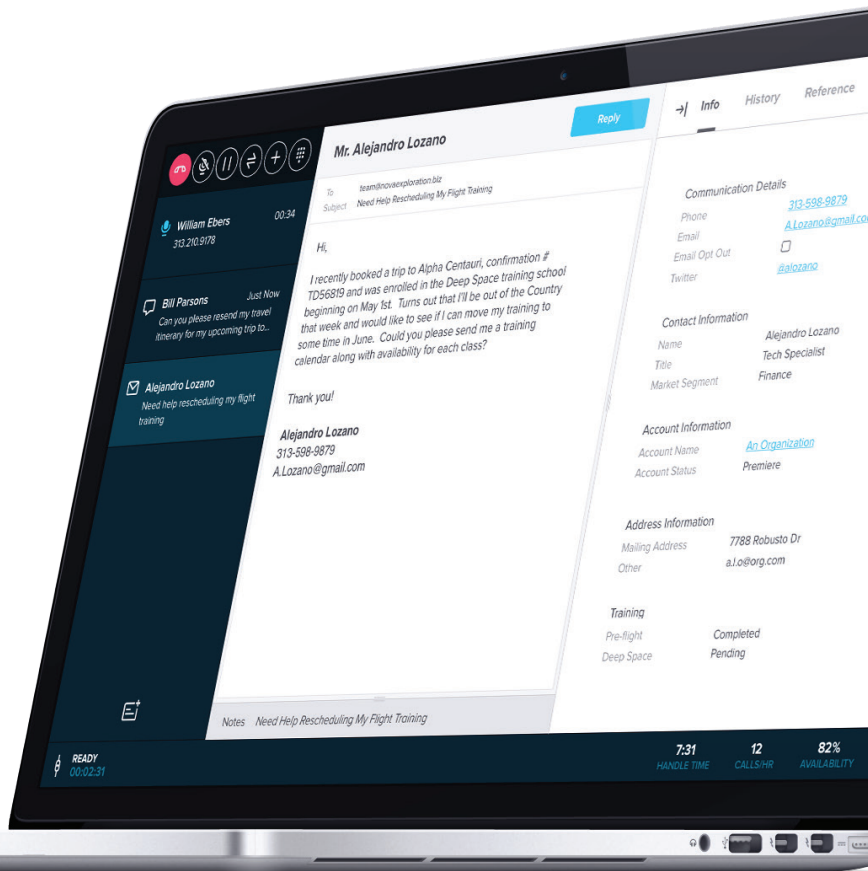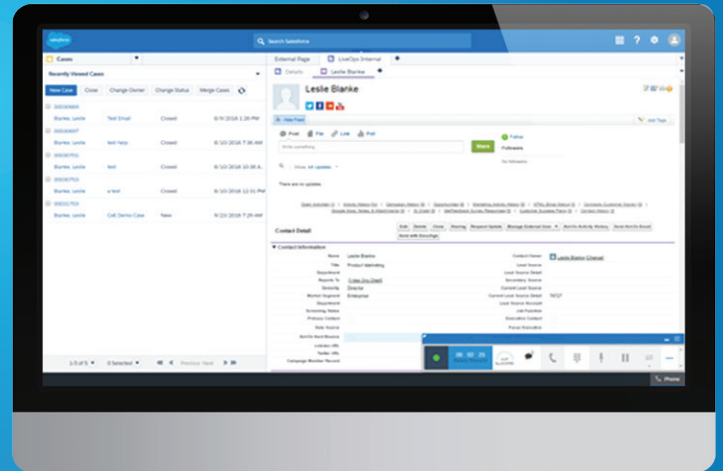
Choose Your **Agent Experience**
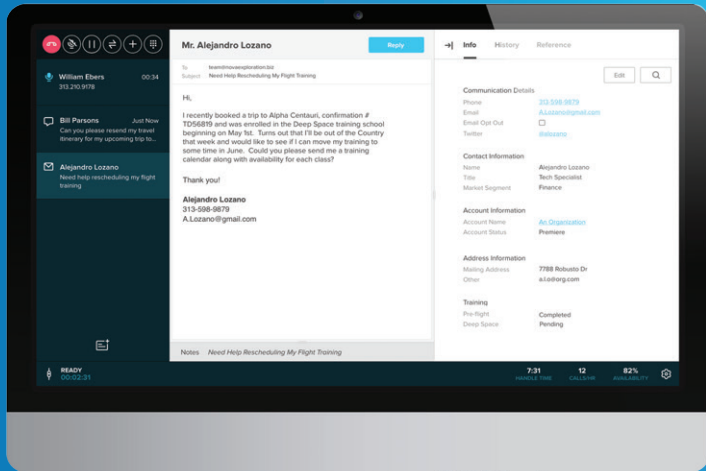
Desktop

A unified workspace for the agent to talk, text, chat, and message customers with journey analytics, scripting, contact management, and performance statistics to help guide them and maximize performance each and every day.

Toolbar

Integrated with and embedded directly within the CRM, the toolbar compliments the CRM with multi-channel engagement interaction capabilities while leveraging advanced CRM functionality and data exchange between platforms.

A Unified Desktop for the Omni-Channel Agent

🔊 Voice

Inbound and outbound calls can be made via webRTC, PSTN, or SIP. Use agent skills, real time and historical event data, agent availability, messaging keywords, and CRM data to ensure each call is managed in a way that provides the best customer interaction and experience.

📱 SMS

Engage with mobile consumers to maintain constant communication and quickly respond to inbound SMS requests, or send outbound SMS reminders and communications individually or in bulk to save time and costs.

📦 3rd Party Work

Queue and route work-items such as CRM email, service requests, cases, faxes, and trouble-tickets to the best skilled and available agent to fulfill front and back-office requests and realize a significant reduction in both response and resolution times.

✉ Email

Increase email efficiency with email templates, transcripts, intelligent keyword routing, a rich text editor, integrated reporting, and zero setup needed by an agent.

💬 Chat

A rich Messaging SDK enables quick and easy deployment of interactive chat on your website for customers to instantly reach out to agents. Reduce call volumes, give customers a more immediate channel to engage, and improve customer satisfaction and conversion rates.

◎ Facebook Messenger

Over 1 Billion people are already using Facebook Messenger. Get in touch with your customers and chat one-on-one where they're most likely to share their customer experience with the rest of the World.

www.serenova.com/**skylight**