Event INTELLIGENCE®

SMART. CONNECTED. SOFTWARE.

Event Intelligence® by IntraNext Systems is a Computer Telephony Integration (CTI) application suite that helps contact centers increase efficiencies and improve the level of service delivered to customers.

Event Intelligence integrates with your existing contact center infrastructure to provide screen synchronization and softphone telephone controls. We bring together pre-call intelligence, call routing business rules, and customer information. Complex workflow scenarios within multi-step customer interactions are efficiently handled with real-time intelligence

delivered to the agent's desktop during a call.

Integrated systems such as Customer Relationship Management (CRM) applications and billing systems ensure that data is transferred effectively, eliminating the need for customers to provide their information at multiple touchpoints. This allows your agents to focus on delivering best-in-class customer service.

Event Intelligence provides your agents the tools they need, when they need them.

THE INTRANEXT PLATFORM

SMART. SECURE. SOFTWARE.

The IntraNext Platform provides contact centers with software tools needed to deliver an optimal and secure customer experience. Whether you are looking for agent productivity tools and/or solutions for the secure handling of sensitive data in agent-assisted transactions, IntraNext has you covered.

FEATURES

SCREEN SYNCHRONIZATION

Caller verification, account history, and IVR inputs are "popped" on an agent's screen giving the agent essential caller information.

CLICK-TO-CALL

Click-to-call eliminates potential misdials, provides call-logging analytics, and increases agent productivity.

SOFTPHONE ▾

With a small desktop footprint, and simple and intuitive user interface, our softphone provides agents with necessary call control features to deliver best-in-class customer service.

IntraNext SYSTEMS

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