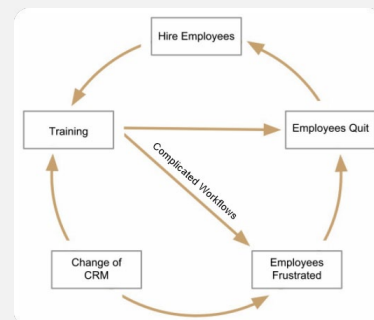


# TxVirtualGuide

Empowering Agents to deliver Faster and Better

The idea of “customer service” has evolved from a small team within an enterprise to dedicated support centers housing hundreds of agents interacting with customers over a variety of channels. And through the years, advancements in customer service technology have mainly focused on improving the customer experience. However, ever increasing agent training costs coupled with high attrition levels highlights the importance of agent support tools. Another impending challenge that contact centres are facing today is pertaining to Customer Data Security, exposing the CRM data to agents is something that should be regulated to make the customer support process more secure. TxVirtualGuide helps agents to learn faster, enabling them to go live within a short period of time by streamlining customer interactions and providing a clear organized support platform all along safeguarding customer data.

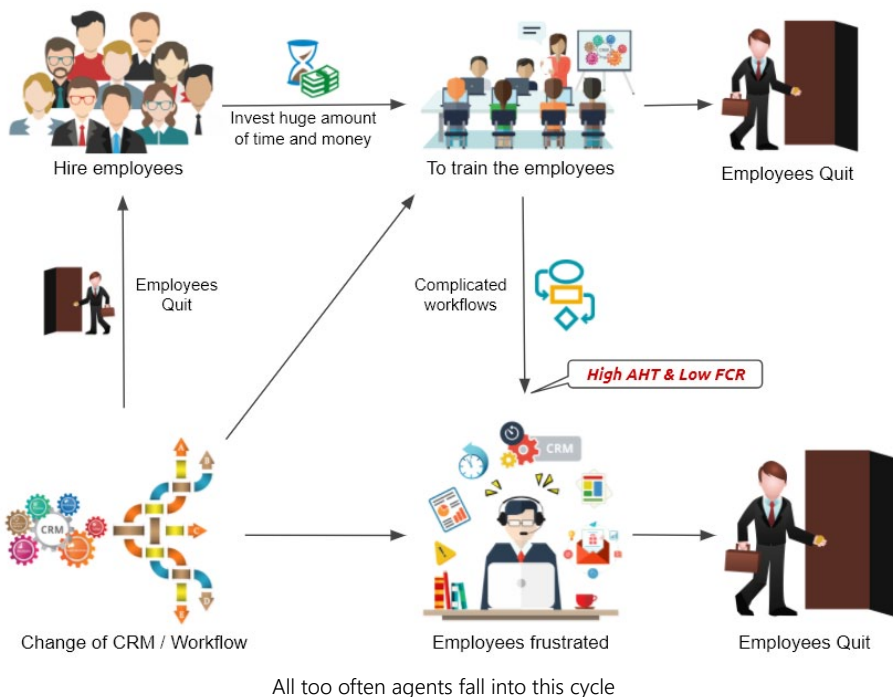


“Over the past two decades or so, the customer support team in an enterprise has evolved from being a “necessary liability” to an “absolute necessity” and in many cases a key differentiator to stay ahead of the competition”

To address the issue of new hires having to learn complex CRMs and platforms, TxVirtualGuide provides a simple, safe, and streamlined screen for agents to provide service, without worrying about messing up CRM entries.

## Highlights

- Enhanced Data Security
- Better Work Experience
- Streamline Customer interaction
- Reduce training time and cost
- Integration with simple to sophisticated CRMs
- Improved agent efficiency
- Improved Job Satisfaction
- Enhanced Data Security



All too often agents fall into this cycle

## Unique features

### Data Security

TxVirtualGuide allows agents to access the backend CRM through its secure user interface denying the agents access to important customer data not relevant to the business process thereby improving data security.

### Better Work Experience

Agents use a single application for all their work. TxVirtualGuide will update all the integrated CRM / third-party applications in the backend without the agents having to interact with multiple CRMs.

### Streamline Customer interaction

Using TxVirtualGuide’s decision tree design tool, the entire customer engagement process can be streamlined and using its extensive integration capabilities, all CRM information including customer details are updated and maintained quickly and without errors. It works the same for commercial CRMs like Salesforce or any in-house applications.

### Reduce training time and cost

Agents use and get familiar with a single interface provided by TxVirtualGuide. This results in a drastic reduction of training time and the associated costs involved in training agents.

## Integration with simple to sophisticated CRMs

TxVirtualGuide comes with in-built support for most commonly used CRM. For any new or in-house CRM, TxVirtualGuide provides programmable integrations support to get you up and running quickly.

## Improve agent efficiency

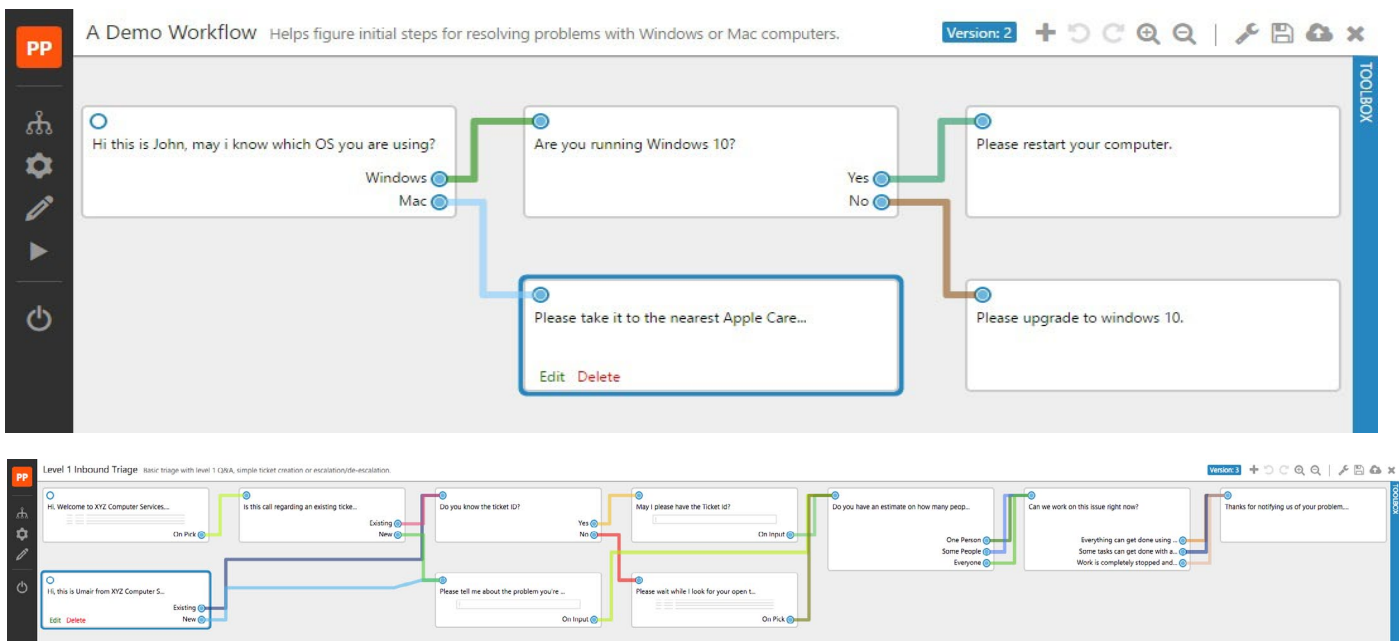
Easy to use and follow workflows provide agents with predetermined steps to follow while interacting with Customers. Integrating the company's knowledge base right into TxVirtualGuide improves agent confidence while solving problems. With fine-tuned workflows for agents to follow, you control the delivery quality.

## Enhance Job Satisfaction

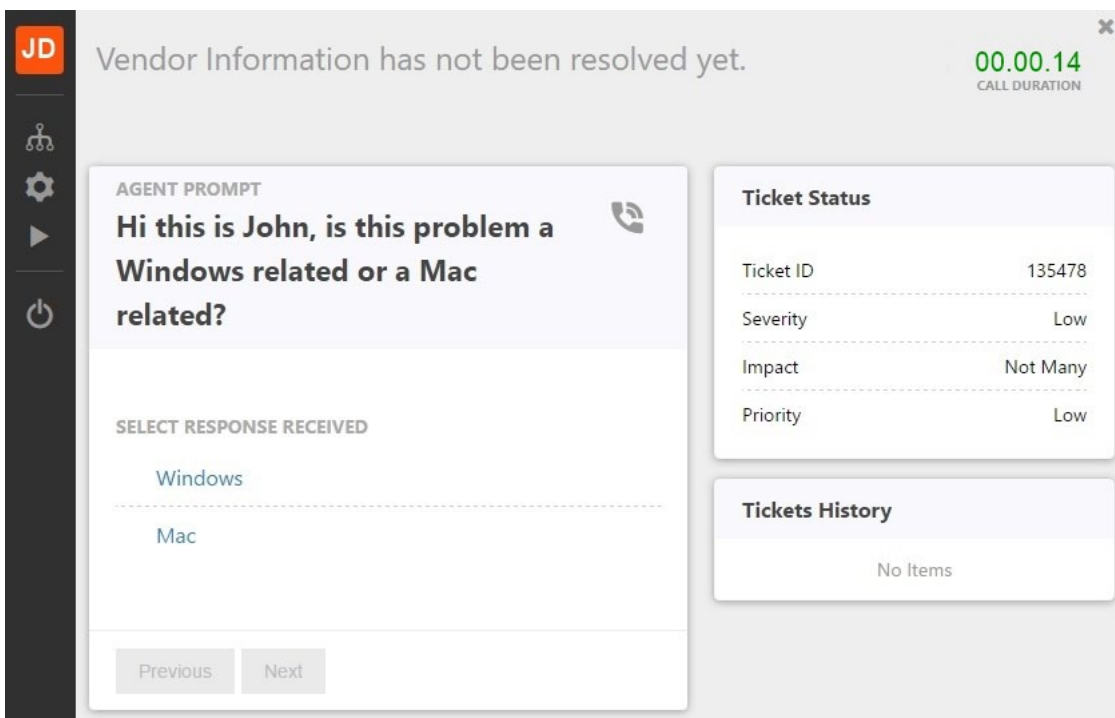
The right tools help agents do their work in a better and more efficient way. Predetermined steps to follow during the call reduces work stress, which helps agents to solve problems more effectively and allows them to focus more on delivering a high-quality customer experience. This results in greater job satisfaction.

## The Workflow tool

It starts with the Workflow Tool where decision trees are created using an easy drag and drop interface. All the questions and answers can be pathed out to proper destinations, giving confidence to new agents in providing proper service.



## TxVirtualGuide Agent Interface



When an agent is live and greets a customer, TxVirtualGuide pops up the prompt and pertinent customer information. No more traversing through various CRMs trying to find customer information.

## Complex CRM

The screenshot displays a CRM interface for creating a new ticket. The left sidebar contains navigation icons for 'My Favorites (Testing)', 'Companies', 'Sales', 'Marketing', 'Procurement', 'Project', 'Service Desk', 'Time & Expense', 'Finance', and 'System'. The main content area is divided into several sections:

- Summary:** Includes a 'FOLLOW' button and a 'Company' dropdown.
- Company:** Fields for Company, Site, Contact, Address 1, Address 2, City, State, Zip, and Country.
- Ticket:** Fields for Board (Professional Services), Status (New (not responded)), Type, Subtype, Item, Ticket Owner, SLA (Standard SLA), Agreement, Predecessor, Estimated Start Date, Due Date, Duration, Impact/Urgency (Medium/Medium), Priority (Priority 3 - Normal Response), and SLA Status (SLA Not Set).
- Initial Description:** A text area for notes with a placeholder 'Enter Initial Description...'. Below it are sections for 'Internal', 'Resolution', and 'Time Budget Analysis' (Budget Hours: 0.00).
- Additional Details:** Fields for Opportunity, Source (Phone), Account Mgr, Account Tech, Entered By (Training Admin3), Assigned By, and Closed By.
- Send Notes as Email:** Checkboxes for Contact, Resources, and Cc.
- Resources:** Includes 'Resources' and 'Meetings' tabs, and buttons for 'SCHEDULE ME' and 'ASSIGN ME'.
- Members and Teams:** A dropdown to 'Enter a Member ID or leave blank for unassigned'.
- Where:** Fields for Start Date, Start Time, End Date, End Time, On-Site, Reminder (15 minutes), and Status (Firm).
- Show Advanced Options:** A section for 'SAVE AND NEW' with a 'Team' dropdown (Service Team) and 'Ticket Where' (On-Site).
- Finance Information:** Fields for Work Role, Work Type, Bill Time, Bill Expenses, Bill Products, Method, Hourly Rate, Customer PO, Reference, Est. Time Rev, Est. Expense Rev, Est. Product Rev, Est. Time Cost, Est. Expense Cost, and Est. Product Cost.

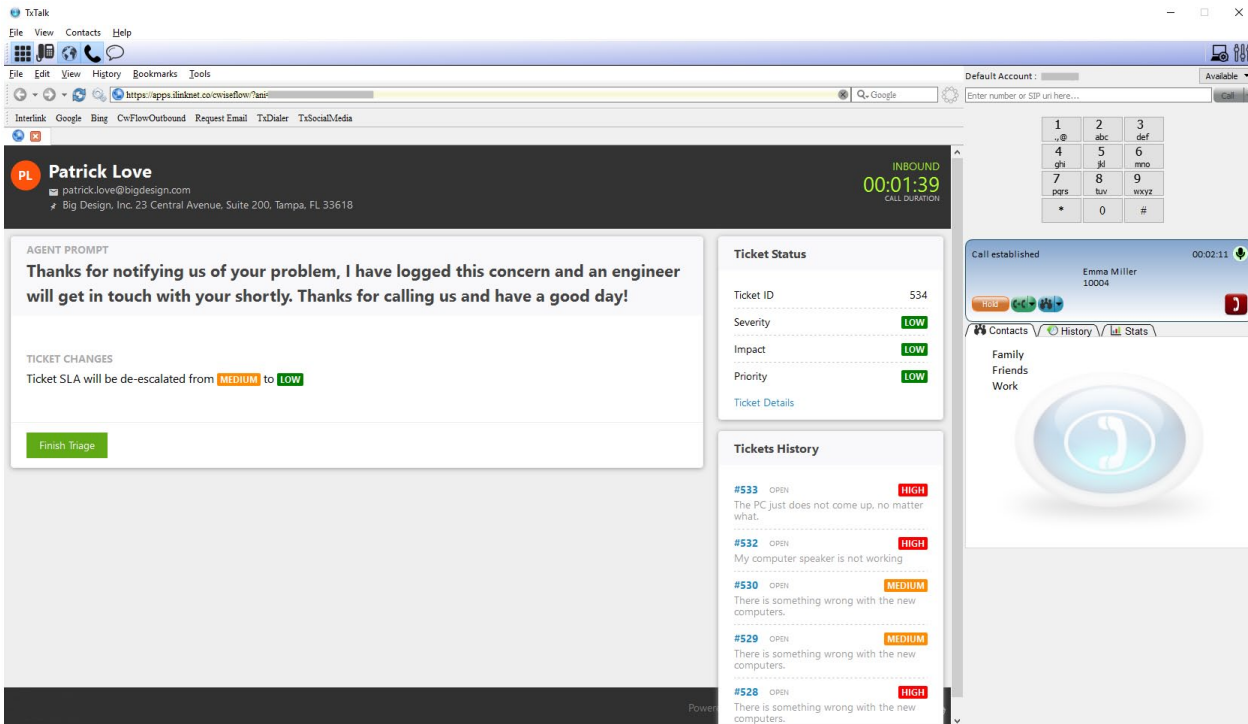
TxVirtualGuide integrates with your CRM(s) behind the scenes and dips into the database when needed. The application eliminates all of the CRM complexity an agent may have to learn when first hired. And because agents are separated from the CRMs, data cannot be inadvertently lost or changed.

## CRM Screen POP

The screenshot shows a CRM screen pop for a contact named Mr. Josh Davis. The interface includes a top navigation bar with 'File', 'View', 'Contacts', and 'Help'. Below the navigation is a search bar and a 'Service' button. The main content area is divided into several sections:

- Contact Detail:** Fields for Contact Owner (Deepak Suir), Name (Mr. Josh Davis), Account Name (Express Logistics and Transport), Title (Director, Warehouse Mgmt), Department (Warehouse Mgmt), Birthdate (10/9/1936), Reports To (View Org Chart), Lead Source (Word of mouth), Mailing Address (621 SW 5th Avenue Suite 400, Portland, Oregon 97204, United States), Created By (Deepak Suir), and Last Modified By (Thammanna JJ).
- Opportunities:** A section for 'New Opportunity' with a 'No records to display' message.
- Cases:** A table listing cases with columns for Action, Case, Subject, Priority, Date/Time Opened, Status, and Owner. One case is listed: Case 00001006, Subject 'Electrical circuit malfunctioning', Priority 'Medium', Date/Time Opened '2/3/2009 2:28 AM', Status 'Closed', and Owner 'Deepak Suir'.
- Open Activities:** A section for 'New Task', 'New Event', and 'New Meeting Request'.
- Right Sidebar:** Contains a numeric keypad, a 'Call established' indicator, and a 'Family Friends Work' section with a phone icon.

# TxVirtualGuide Screen POP



TxVirtualGuide simplifies complex workflows by effectively reducing them to a series of steps the agent must follow. An agent needs to be trained in following steps instead of learning complex business processes, which is a far simpler, error proof and cost effective investment in an industry with high attrition rates.

## System Requirements

- **Linux** (with Container Engine)  
Recommended : Debian derived 8.1+, Red Hat Enterprise Linux 7+
- **RAM** : 4GB
- **Hard Disk space** : 10GB

\*Requirements will further vary depending on number of integrations and number of agents being served.



Interlink Network Systems established in the year 1991 is a Telephony and Enterprise Application Integration (EAI) software products and services company. As a US subsidiary company of Telenetix with valued customers in the US, Canada, Africa, Middle East and South-Asia, Interlink is committed to delivering high quality products and services.

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