

eccentex **HyperAutomation Cloud**

Work Item Management


A unified Process Automation, Dynamic Case Management and Work-item Distribution Solution to manage Back-Office Work and automate Customer Service Workflows. The solution is natively integrated with Genesys Cloud CX and embedding Real-Time Queue Monitoring and Que Management features.

\$40 per user
per month


Including Implementation &
Support

Watch the demo ▶


Major Business Benefits of the Solutions




Single License for all HAC application to support seamless integration with Genesys Cloud CX omnichannel Desktop. No transaction fees, no upfront installation cost. Ready to use across all products.




Breaking work silos by capturing all Work-item types into a universal queue, then route them to the right resource on time while providing context and guidance.



Meeting dynamic SLA requirement across diverse work item types and ability to set priorities, severities, importance per work-item based on business value and customer satisfaction.



Real-time visibility into every work item with ability to push, pull and re-assign work to a queue or to a person.



Dynamic Business Rules enable Queue Managers to staying agile by setting and adjusting company-, department-, or group level Business Rules, create custom workflows and easily establish 3rd party integrations.



Extend standard reporting with new Eccentex Business Intelligence data & insights and enables dynamic widget-based customer360 dashboards.

With this solution our customers receiving significant improvement on multiple KPIs, such as:

30% workforce related efficiency can be gained across universal queue and blended workplaces. The solution makes the job easier and less boring for your valued employees.

20% faster reaction time achieved by using a single user interface across all departments to monitor and manage all customer related queues and tasks.

10% higher employee satisfaction can be realized through a unified agent experience. No need for copy and past data between different application siloes.



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Eccentex Work Item Management

Leverage all benefits of the Universal Queue based push, pull or combination of both work-item distribution strategies and ensure all task and case-work timely fulfillment.

The screenshot displays the Eccentex Work Item Management interface. At the top, there's a navigation bar with 'Home', 'Customer', and 'Pat Thompson'. Below this, a customer profile for Mr. Pat Thompson is shown, including contact information and a 'Gold Member' status with a '687 GOOD' score. A 'Suggestions' section offers services like 'Fee protection service' and 'Auto loan (new credit score)'. The main area shows a list of cases, with the 'Excessive Fees Complaint' case selected. A detailed 'Case Journey' is visible, showing steps like 'Initial Assessment of Complaint', 'Document Collection & Verification', and 'Credit check'. A 'Case Journey' diagram on the left shows the flow of the case through various stages.

Key Features

- Push to Skill / Queue
- SLA Enforcement
- Queue Management
- Auto Close / Reroute
- Work Reprioritization
- Named Agent Routing
- Fair Load Balancing
- Value Based Rules
- Business Calendars
- ...and many more

ADDITIONAL WORK ITEM MANAGEMENT FEATURES

Embedded Case Management

The solution embedding full scale Dynamic Case Management capabilities to enable organizations to define, automate and optimize complex business processes .

External Work Items Routing

Eccentex Work Item Management integrates with existing enterprise systems such as ERP, BPM, CRM, and custom legacy solutions, to establish a unified global work queue that can be prioritized by business value and urgency.

Service Level (SLA) Management

The pre-set Business Rules guarantee that work items are completed within their given SLA timing. The rules efficiently prioritize all work items based on their value, urgency and/or severity and ensuring that the most critical work items are addressed first.

Rule Based Reprioritization

The automated Queue Manager continually reassesses all work items during their lifecycle to maintain an up-to-date priority, enabling the most important ones to remain at the top, or new critical work items to barge to the top.

Work Item Parking

Agents can place work items on hold into their personal queues and come back to them later. They can set specific due dates and get notified as they approach.

Work Item Bundling

Eccentex Work Item Management can consolidate related works into a single bundled work item then assign them to the same agent. For example, packaging a customer's support requests for the last hour into a single work item.

Blended Agent Support

The solution is designed to support agents that work on both real-time and non-real-time interactions in a multi-skill environment. Agents can continue accepting calls and chats while working on less critical work items in the background.

Automated Screen-pop

Customer 360 information screen pops up automatically together with the work item management page including customer data, external data and actions, related work items and more. Every work item can have its own context-aware view.

Automated Event Triggers

As the work item goes through its lifecycle, event triggers can be created for follow-up actions, such as sending a notification to the customer or updating a CRM system.

Advanced Email Management

The solution comes with a built-in email management feature that brings advanced capabilities like email preview, email parking and related workflow automation.

Scheduled Calls & Call Backs

Agents can schedule outbound calls as part of a workflow enriched with scripts and context. The solution allows agents to schedule call backs with due dates or Supervisor Control.

Push & Pull with Workbin Support

Supervisors can configure the solution to automatically push work to the best available agent or to a queue. Push can avoid "Cherry Picking" and unfair distribution of load. The systems supports group and personal workbins as well.

Supervisor Control

The solution gives supervisors real-time control over every work item allowing them to be reassigned, moved between queues, change their priorities, bundle them or perform any business-specific actions.

Historical & Analytical Reporting

Eccentex Work Item Management stores detailed information on when and how the work was done. Data schemas enabling summaries and aggregates required in support of business strategies. When connected to existing enterprise BI tools, including Eccentex BI, manager gain access to comprehensive reports and dashboards across the entire customer journey.

