

The Power to Save Time

Drop your AHT and empower your agents with access to the real-time data they need to create, manage and modify bookings at any location, all on one centralized platform.

Many enterprise level organizations depend on contact centers as a key channel for engaging with customers in order to support service offerings and to answer questions quickly.

However, many have little to no visibility into call handling process efficiency due to siloed information and difficult to navigate systems. This results in high wait times as contact center representatives attempt to help customers while navigating archaic processes.

85% of organizations view the customer service provided in contact centers to be a key differentiator between competitors ([Deloitte survey](#)).

Drive Your Digital Transformation With Coconut's Engagement Platform

With the move from on-location services to digital engagements, your contact center team is likely trying to:

01

REDUCE HOLD TIMES BY SMOOTHING CALL SPIKES

02

STREAMLINE APPOINTMENT LOGISTICS

03

OPTIMIZE YOUR WORKFORCE STAFFING

01

REDUCE HOLD TIMES BY SMOOTHING CALL SPIKES

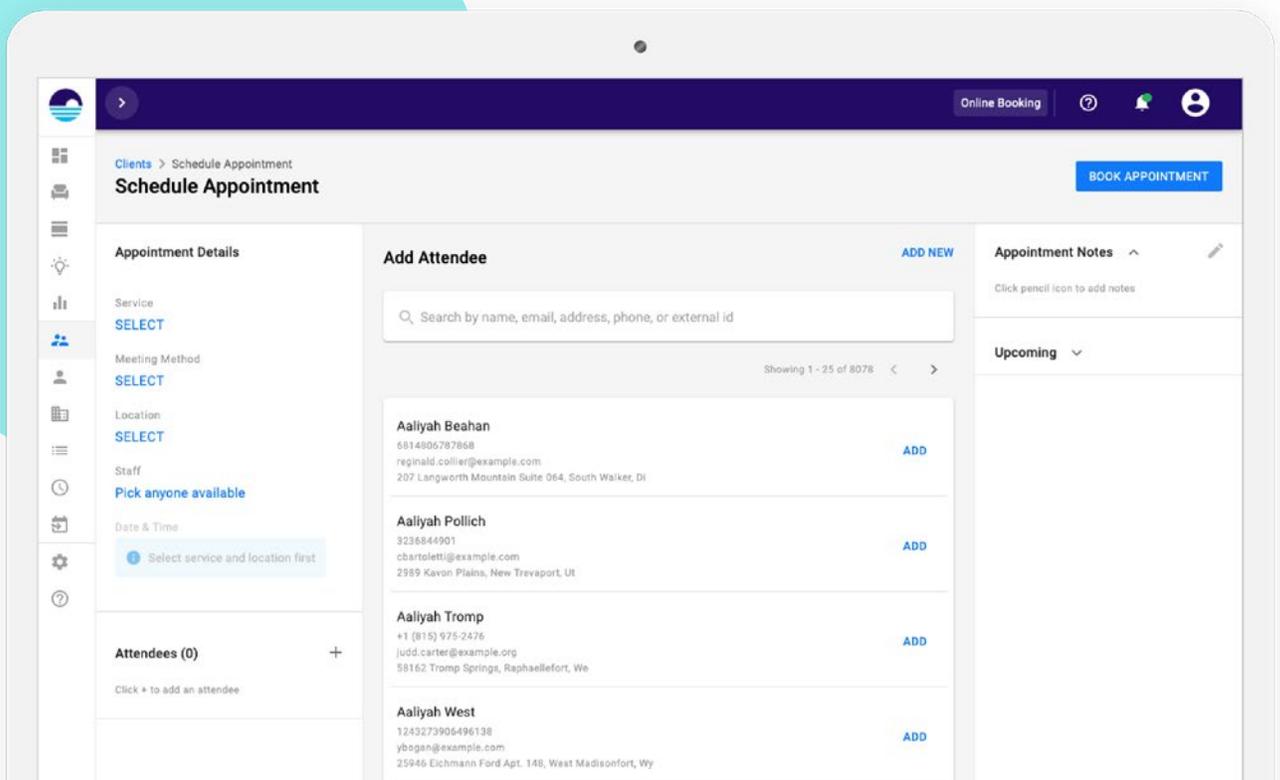
With the move from in person services to digital, your contact centers are likely experiencing a large spike in calls - often with requests that your reps need to delegate to other specialized staff.

Customers will drop off if they're put on hold - every dropped call is revenue missed and NPS lowered.

Coconut allows your contact center staff to quickly find the right individual to answer the query, book the appointment (on location, via phone or video conference), add in key information and comments for that customer, and move on to the next call.

Using features like booking shortcuts and callback request forms provides your customers with a streamlined experience. By answering a few simple questions, they can be immediately directed to the correct path, in a way that is convenient to them.

“Coconut Software’s contact center appointment scheduling software has transformed contact center operations for us, allowing our agents to see who is available at each location and efficiently book appointments with the appropriate specialist. By including an email reminder, we ensure our members know exactly when and where their meeting is and what to bring to the appointment. Offering these inspired services assist TCU Financial Group in providing an exceptional Member Experience.”



02

STREAMLINE APPOINTMENT LOGISTICS

Your current process may not provide full visibility for your contact center agents - especially when it comes to advisor qualifications, special skills and schedules. This can lead to mismatched needs, rescheduled appointments and unhappy customers.

With a centralized, easy to navigate database that updates in real-time, your reps can manage more calls in less time, helping to control costs, focus on value added service, and improving customer experience.

Contact center staff can access the real-time schedules of your specialized staff (filtering by location, services provided, skill sets, even language spoken) and immediately book in the appointment - phone, video or on-location. They can also input key information to prepare for the upcoming meeting, reducing time spent gathering this basic yet important data during the appointment.

The faster you can connect a caller with someone who can answer their questions in an appointment, the higher the engagement and conversion rate.

With our contact center booking solution, customers are booking an average of **12.5% more appointments.**



03

OPTIMIZE YOUR WORKFORCE STAFFING

Based on how your organization has shifted operations during the change from face to face work to digital, you may be finding that your staff are either being underutilized, or inundated with work. Neither is good for staff engagement, productivity, nor mental health.

Improving your internal processes also improves your staff experience - instead of disjointed information and systems, using a platform like Coconut allows your associates to quickly move through basic data collection and logistics so they can focus in on the strategic conversations leading to more sales.

Using Coconut allows you to collect important data to measure and manage your workforce as effectively as possible. By viewing which locations are busiest, at which times, and for which services, you can properly schedule for ideal staff coverage.

Reviewing the adoption of phone and video conferencing per staff member can identify areas that need additional support, whether it's training or IT infrastructure.

Revectoring staff from closed locations to help with services that can go digital means productivity improves, revenue generating activities increase and staff are engaged.

CONTACT CENTER FEATURES

- ✓ Centralized Appointment Management Platform
- ✓ Pre-Appointment Questions
- ✓ Post-Appointment Follow Up Questions
- ✓ Phone - Inbound/Outbound via Contact Center
- ✓ Real Time Availability
- ✓ No Double Bookings
- ✓ EN/FR/ES
- ✓ Single Sign On: Securely authenticate, and quickly log in
- ✓ Self-Serve System Administration
- ✓ Best in Class Emergency Support Model
- ✓ Comprehensive Help Center
- ✓ U.S. Hosting
- ✓ Canadian Hosting
- ✓ Data Encryption: Amazon RDS Using AES-256
- ✓ Incremental Back UPS Every 5 Minutes & Nightly Full Backups
- ✓ SOC 2, CASL & GDPR Compliant: Keeping your company and customer data safe



Get up and running in as little as two weeks.

COCONUTSOFTWARE.COM

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SCHEDULE A CONSULTATION

About Coconut Software

Our cloud-based, enterprise level appointment scheduling and visitor management platform combines your on-location and digital channels, providing self-service booking and curbside pickup, online and physical queuing, wait time tracking, callback requests and virtual meeting support as well as contact center integration.