



Sword Ciboodle: product overview

Sword Ciboodle is the flagship CRM software bundle for contact centres. Loaded with contact centre-specific features, and highly agile to adapt to specific business needs, Sword Ciboodle is a refreshing alternative to the rigid CRM and telephony software packages prevalent in today's call centres.

out of the box

Fully integrated with all contact centre channels such as telephony, web, email, interactive voice recognition and instant messaging, Sword Ciboodle provides an interface that allows contact centre agents to access all required information in a single central view. The software provides the ability to move seamlessly between channels at any stage, be it self-service, virtual agent or human support, providing the customer with a level of service previously unheard of.

Sword Ciboodle provides all the tools required to centralise all a company's customer interactions. Built-in CRM features include: case handling; customer and agent administration; executive and operational reporting; work management and routing; contact history; and much more.

agile

In addition to providing extensive out-of-the-box capabilities, Sword Ciboodle is also highly flexible. Built on a process-based, modular approach to managing the contact centre, Sword Ciboodle allows processes to be easily modified and created as required, creating an environment that enables fast and simple response to business change.

Channel blending allows all of Sword Ciboodle's functionality to be made available on every channel, meaning that a customer can start a process on one channel and then switch to a different one without loss of information. For example, a contact centre agent can immediately assist a customer using a web site by co-browsing, web-chat or telephone.

intelligent

Sword Ciboodle's virtual agent capabilities allow many processes to be handled automatically. Sword Ciboodle can interpret natural dialogue, such as speech and instant messenger chat, to establish what a customer wants to do. Through intelligent questioning, the virtual agent can determine the customer's intent and uses the relevant Sword Ciboodle processes to fulfil the request.

Virtual agents combine effectively with Sword Ciboodle's channel-blending abilities. For example, an inbound phone call can be handled by a virtual agent initially, then escalated to a live agent at the point when a sale begins to appear more likely.

the power of process

The platform on which Sword Ciboodle is based is one of the most sophisticated, proven business process platforms on the market. Sword Ciboodle is widely held as a pioneer in business process management, and the company's expertise in this area has a strong influence on the design of the product.

In Sword Ciboodle, everything is defined as a process: front-end screen, business processes, workflow processes and integration processes. Its user-friendly interface gives a clear visual impression of how a process can be changed and what impact it will have on other processes or areas of the business.

SwordCiboodle

Processes in Sword Ciboodle are modelled, not hard-coded. Modelling a process means it can be used repeatedly across different departments and channels, which is very relevant in the contact centre space where common processes are often repeated across multiple applications. The Sword Ciboodle toolkit allows one process to be simply dragged onto another, as required, providing an unmatched level of flexibility.

This drag-and-drop, model-driven toolkit accelerates controlled change in a way that is not possible with packaged solutions, hard-coded applications or BPM systems that simply orchestrate existing services.

about Sword Ciboodle

Sword Ciboodle helps improve the way large organisations interact with their customers. The combination of award-winning, process-managed CRM software and specialist consulting and delivery services help Sword Ciboodle's clients achieve higher revenues from their customers and reduce operational costs. Sword Ciboodle is consistently recognised by industry analysts as one of the world's leading customer-centric technology providers.

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