



POWERING DIGITAL TRANSFORMATION

Bizvu **INBOX**

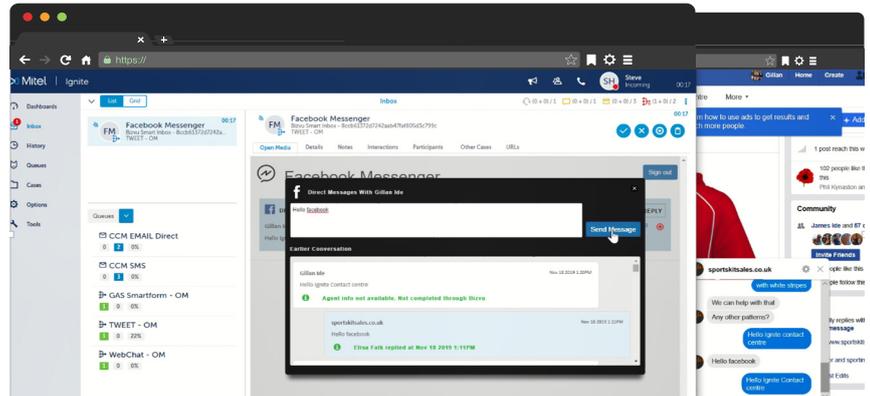
The perfect contact center sidekick.



With increasing amounts of digital interactions happening each day, your contact center solution is pushed to the limit. Our Bizvu **INBOX** sits outside the contact center, acting as a triage that can handle a very large scale, working to automatically read, respond or route your messages; only passing ones that need to be passed into the contact center for the right agent to resolve. Any digital interaction or textual task (event) can be blended into single or multiple queues. Organized by business context (or channel if preferred) with smart tagging and search filters, events can be automatically prioritized and categorized.

ORGANIZED INTERACTIONS FOR ALL YOUR DIGITAL CHANNELS

- Inbox automation
- Business context focused
- Easy for agents to use
- Increased productivity
- Lower cost to serve
- Improved customer UX
- Manage interactions 24/7
- Opportunities to up-sell and cross-sell
- Design orchestrated processes
- Set SLAs and reporting metrics across all digital interactions



CREATE BETTER CUSTOMER EXPERIENCES

Inquire about Bizvu **INBOX** now!

+44 203 325 0055 | HELLO@BIZVU.COM | WWW.BIZVU.COM | @BIZVUSOCIAL

NOTABLE FUNCTIONS AND FEATURES



BLENDED AGENT INBOX

Don't jump between queues and multiple systems; every digital interaction is in one place.



SMART TAG AND SEARCH

Easily organize, monitor and prioritize customer inquiries.



EASY INTEGRATION

Social media channels, review sites, contact centers and 3rd party systems (like Chatbots).



SENTIMENT ANALYSIS

Customer sentiment analysis and location tracking.



INTERACTIVE REPORTING

For data mashups, search on search facilities or KPI reports.



TASK SCHEDULING

Plus appointment booking to carry out the next action required.



MONITOR COMPETITORS

Check out competitor interactions and sentiment!



TARGET MARKETING

Works as your social media content scheduler, to pinpoint down to a specific geographic location.



VIEW IN MITEL IGNITE

Embedded message view in Mitel Ignite.

BIZVU ADDS MORE VALUE

We're an innovative software development company with a great pedigree that works to help add value to digital transformation investments like Mitel. Our solutions allow any customer experience to be created and seamlessly integrated into the contact center, CRM and your various other business systems.

Our solutions are quickly configured and some can be ready-to-go in hours. They can be used stand-alone or in unison to underpin wider business gaps and problems. They are key for enhanced business capabilities like automation and self-serve. Working to improve customer experiences and empower and engage agents.

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