



Jacada Workspace Agent Desktop 7.0

Revolutionizing Unified Desktop Delivery with Dynamic Capabilities and Business Ownership

Jacada, the founder of the Unified Agent Desktop, once again revolutionizes the space with the release of Jacada WorkSpace Agent Desktop 7.0.

Jacada WorkSpace 7.0 offers an industry-first, highly innovative, user interface delivery model, called **Dynamic Views**. Dramatically reducing time-to-market by offering drag-and-drop interface building, Dynamic Views replaces complex UI development with rapid user interface assembly.

Jacada WorkSpace 7.0 with Dynamic Views empowers the Business to take ownership and control of User Interface delivery, define call flow processes and handle UI changes with ease. Building Unified Agent Desktop User Interfaces has never been easier.

For Business

For the first time ever, the business has full ownership and control for delivering the optimal Agent Desktop experience. Assembly of Agent interfaces is all within control of the business, driving value through increased efficiency. Utilizing a pallet of Widgets, views are rapidly assembled in a drag-and-drop manner. Dynamic Views takes visual user interface building to the next level by offering live data views at design time, giving the business full design time visualization of the User Interface. 'Intra-day' interface changes are handled with ease.

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For IT

Jacada WorkSpace 7.0 blends seamlessly into agile, iterative development processes, with UI changes reflected instantly. By moving the task of User Interface building to the Business, IT can focus on other high priority initiatives, reducing the backlog of projects. Using Dynamic Views, IT can build components and back-end integration services, and package these as visual widgets for use by the Business. In this way, IT maintains control of technical integration, yet allows Business to work on creating the User Interface.

Jacada WorkSpace 7.0 represents the next generation of contact center desktops, using state-of-the-art technology to provide an integrated, automated and intelligent view of customer data and customer service processes across all touch points, voice, chat, email and more.

Jacada WorkSpace automates workflows to align CSR tasks with the intent of the customer, to streamline the interaction and deliver a more efficient and effective customer experience.

Jacada WorkSpace 7.0 also includes:

- **A Multi-Context desktop** – for quick, effective and simultaneous management of multiple customers across all communication channels used by the organization. Easily switch between customer interactions without missing a beat!
- **A Multi-Channel Display** – All communication channels are unified into one convenient desktop that reflects customer-specific data and the channel being used for each and every work item. Handling voice, chat, email and more has never been easier!

Jacada WorkSpace 7.0 represents **the next generation** of contact center desktops

Scripted Call Flows with Dynamic Views

Incorporating Jacada Agent Scripting, Jacada WorkSpace Agent Desktop 7.0 with Dynamic Views offers seamless integration with Jacada Agent Scripting (JAS) and solves the problem of call scripts that sound... scripted!

Instead of static, linear call flows, Agents are presented with an adaptive user interface that can respond to multiple points within a conversation. Now, the software changes based on the natural call flow with the customer, instead of forcing the call flow to adapt to the system.

Incorporate agent feedback and sophisticated trend analysis to instantly make changes and redeploy interfaces and call flows.



Agent Scripting

- Provides real-time process guidance to the agent, driving customer service consistency.
- Drag and Drop designer for building agent scripting and flows in a no-coding manner.
- Scripts can be “hot” deployed to the agent desktop to support rapid business changes.

Dynamic Views

- Provides a sophisticated presentation mash-up platform for creating intelligent views and rich UI forms.
- Allows rapid assembly of presentation layers, all in a drag-and-drop, no-coding manner.
- Views can be created rapidly and in real-time, allowing dynamic publishing of changes.

Other new features in Jacada WorkSpace 7.0:

- Multi-Channel and Multi-Context support
- Enhanced Reporting Capabilities including Visual Dashboards
- IDE enhancements, including task Wizards to simplify typical development tasks
- Enhanced support for Cisco Environment
- Updated Server Environments
- Enhanced Management Console