

Telia ACE Roadshow 2023

Elin Olsson
Common Product Manager
Agent experience

ACE To GO & ACE Video

Elin Olsson

Telia ACE

Common Product Manager

Agent Experience

Empower the agent



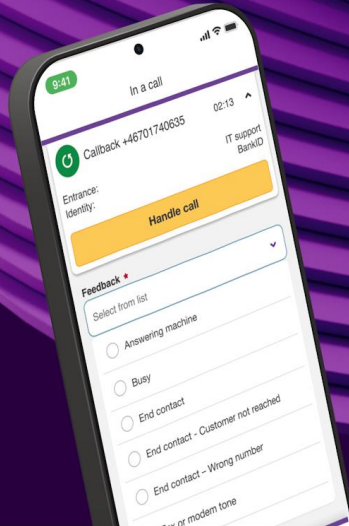
Agenda

- ACE To Go
- ACE Video

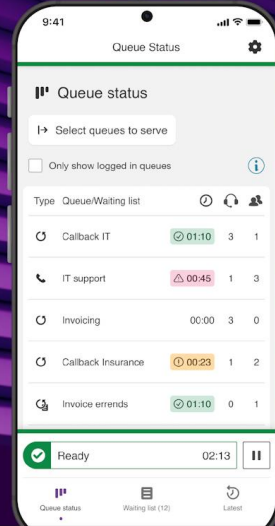


ACE To Go – Mobile APP

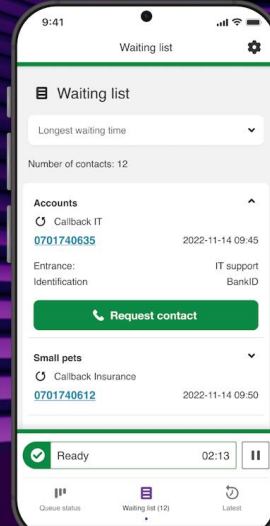
Handle contacts and provide feedback about call outcome



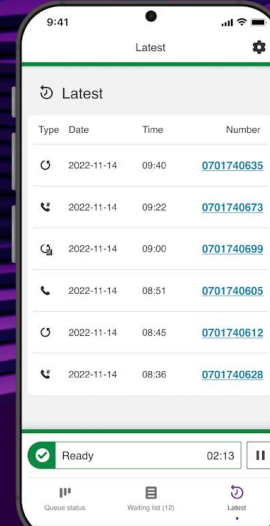
View real-time status of queues and select which ones to serve



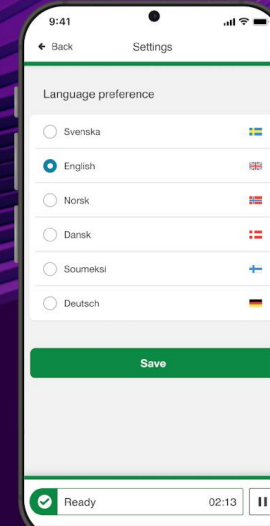
Fetch new contacts from waiting lists



Get an overview of your latest contacts



Support for multiple languages



Available for Android and iOS from ACE 26

Replaces ACE Mobile Agent



ACE To Go – Mobile APP

“The app is easy to use and
the feature inside is easy to understand”



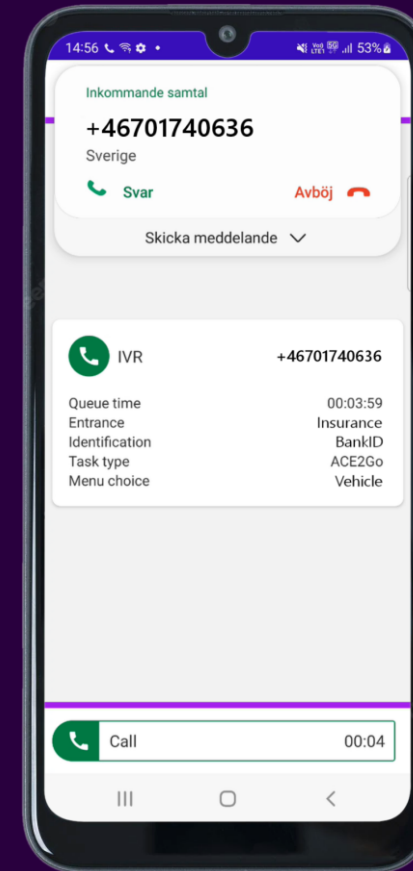
Evolving possibilities

- Staff at call
- Personnel on the field or in store may help out at peak load
- Personnel working from home
- Personnel with need for mobility within or outside the office
- Backoffice appointments
- Experts in the organization adding competence to the contact center



ACE To Go – main features

- Answer incoming calls from queue
- Handle callbacks from waiting list
- Login and out from queues
- View real time queue status and load
- Transfer call to queue, to person or number using Assistance (only for IVR incoming calls)
- View call history and dial out from list



ACE Video

- Available now
- Infrastructure in Telia Cloud
- Handle Video calls in Interact chat window or pop out to a separate card
- Make it a part of your online contact strategy



Evolving possibilities

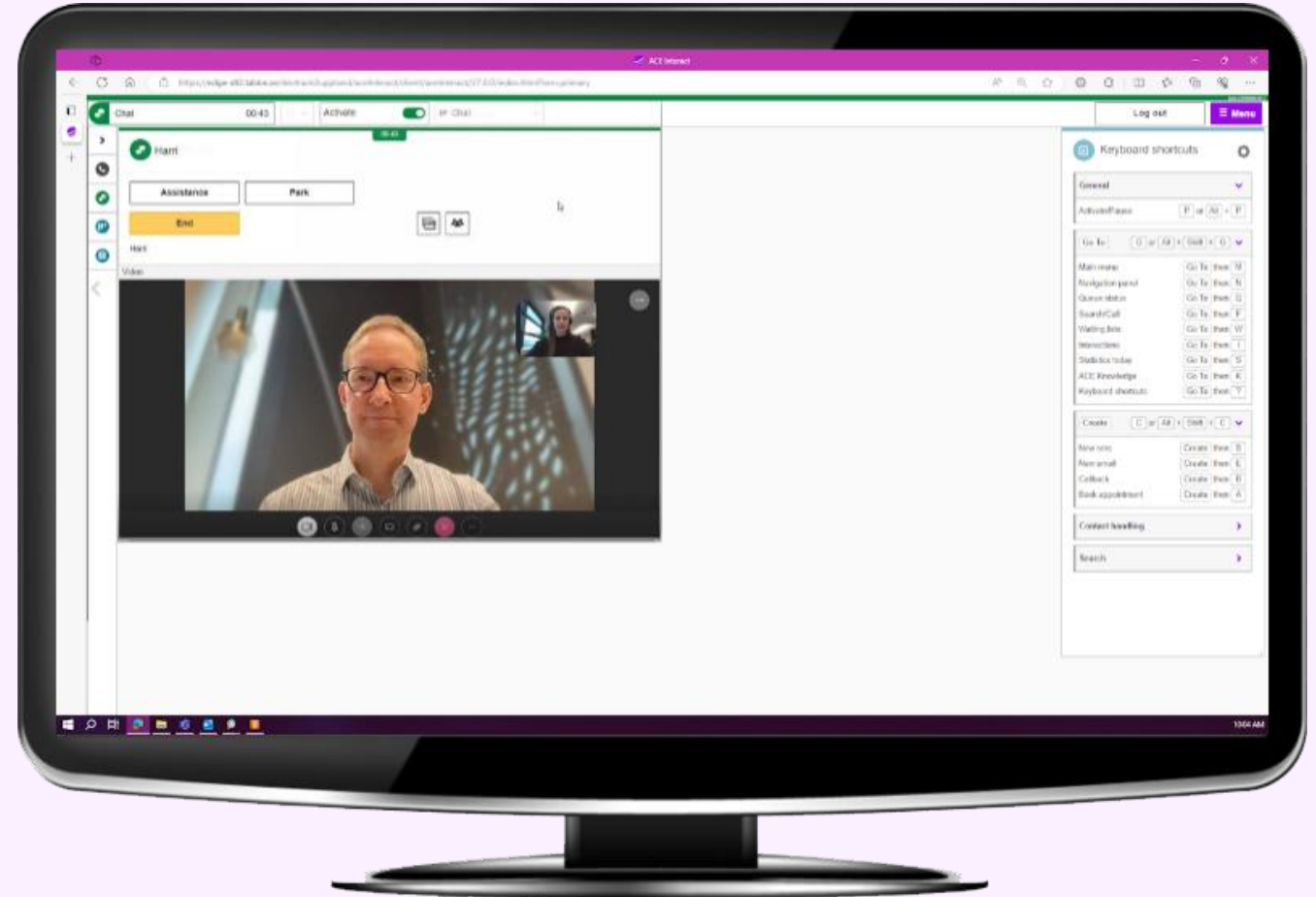


- Support appointments
- Remote specialist
- Personal meetings online
- Claims



Features

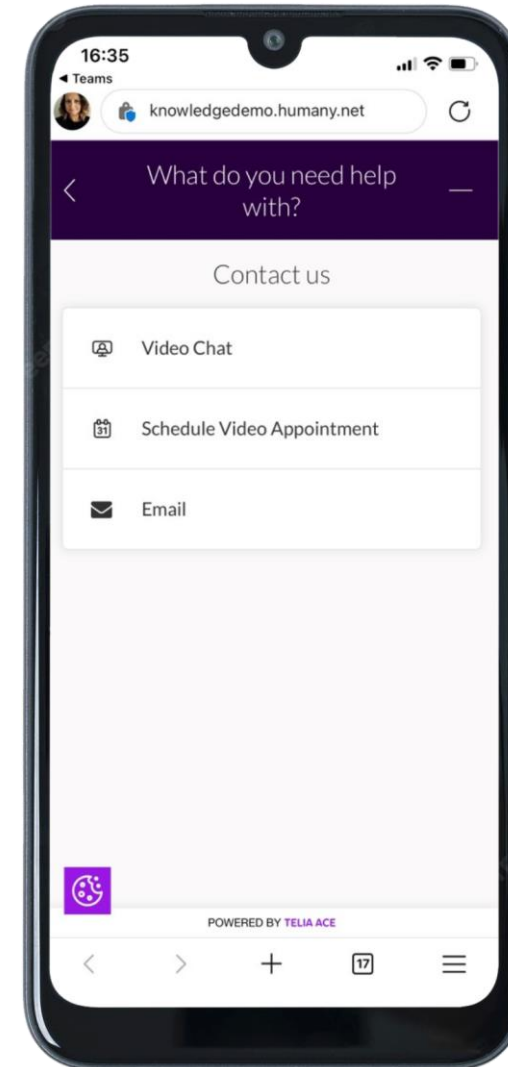
- Take snapshot
- Attach files
- Virus scan on files
- Preview snapshots and files
- Marc up/drawing
- Download files and snapshot
- Background blurring
- Screen sharing
- Switch camera
(Back and front)



Video in two ways

Instant video chat

Schedule Appointment



Key takeaways

- Increase your workforce with more competens and new roles
- Collect all statistic in one place
- Effective customer meetings
- Connect people
- Easy to use
- Secured and high quality



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<https://ace-showcase.com/>

