

One of **klinkcloud's most loved features** by call center agents, which significantly reduces operation time



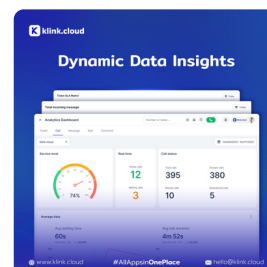
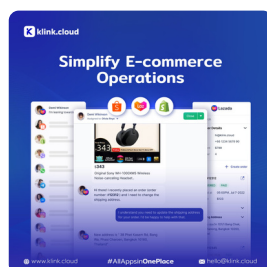
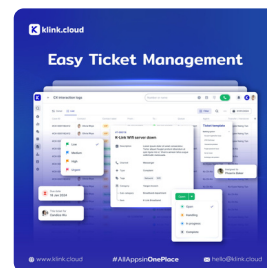
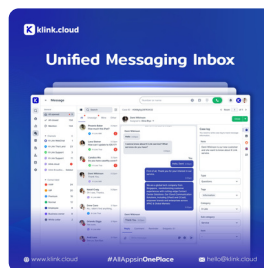
What is klink.cloud?

klink.cloud is an advanced omnichannel contact center platform designed to streamline customer engagement and support operations.



Key Features

- **Omnichannel Contact Center:** Unified solution for managing customer interactions across multiple channels (voice, email, chat, social media).
- **In-App Voice & Video Call:** SDK for integrating voice and video calling capabilities into your brand's app.
- **Conversational AI & Chatbot:** Automate and enhance customer interactions using AI-driven chatbots.
- **Virtual Numbers:** Access to global DID numbers from over 80 countries for seamless communication.





Benefits

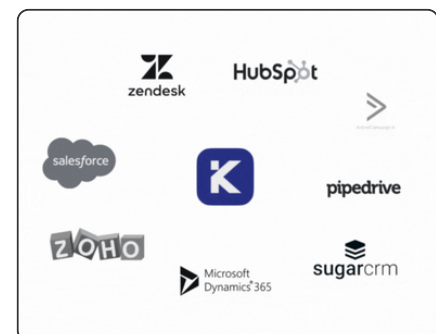
- **Enhanced Customer Experience:** Provides a seamless and consistent customer journey across all touchpoints.
- **Increased Efficiency:** Streamlines operations, reducing manual tasks and increasing agent productivity.
- **Comprehensive Analytics:** Offers real-time insights and performance metrics to make data-driven decisions.
- **Scalable and Flexible:** Adapts to the needs of businesses of all sizes, from small startups to large enterprises.

Trusted by 100+ Top Global Brands



Industries:

- **Call Centers:** Enhance agent efficiency and customer satisfaction.
- **Customer Support Teams:** Streamline support processes and improve response times.
- **Sales Teams:** Manage leads and customer interactions more effectively.
- **E-commerce:** Manage customer inquiries and support requests efficiently.
- **Healthcare:** Provide patient support and manage appointments.
- **Finance:** Handle customer inquiries and transactions securely.
- **Telecommunications:** Support a large volume of customer interactions seamlessly.





Importance of Post-Call Processes

Critical for Accurate Call Logging

Post-call processes ensure that all customer interactions are documented accurately. This detailed logging is essential for maintaining a comprehensive record of customer communications, which is crucial for resolving future issues and improving service quality.

Enhances Overall Customer Service Efficiency

Efficient post-call processes help streamline operations, reduce the time agents spend on administrative tasks, and enable them to focus more on customer interactions. This leads to faster resolution times and higher customer satisfaction. Accurate and quick post-call wrap-ups contribute to better data collection and analytics, providing insights that can be used to refine and enhance customer service strategies.



What Is Post-Call Wrap-Up and Wrap-Up Time?

Post-Call Wrap-Up refers to the process that occurs immediately after a call ends, **where agents summarize and document key details of the conversation**. This typically includes the **reason for the call, any issues resolved, actions taken, and any follow-up** required. It ensures that all pertinent information is captured accurately for future reference and analysis.

Industry Standards and Best Practices

The amount of time allocated for post-call wrap-up can vary depending on the industry and the complexity of the calls. However, industry standards generally recommend keeping wrap-up time between **30 seconds to 2 minutes** to ensure efficiency without sacrificing accuracy.

Efficiency Impact

Efficient post-call wrap-up processes are crucial for minimizing downtime between calls and maximizing agent productivity. **Reducing After-Call Work (ACW)** helps agents handle more calls within their shift, improving overall operational efficiency.

Best Practices

- Use **standardized forms and checklists** to ensure all necessary information is captured quickly and accurately.
- Leverage **automation tools** to pre-fill common fields and reduce manual entry.
- **Train agents** regularly on best practices for summarizing calls and using wrap-up forms effectively.

“According to a report by Call Centre Helper, efficient wrap-up processes can reduce overall handling time by up to 20%, allowing agents to increase their call handling capacity. A study by the International Customer Management Institute (ICMI) found that reducing wrap-up time by just 10 seconds per call can result in significant time savings and increased productivity over the course of a day.”

The Role of Post-Call Wrap Up Forms



The Role of Post-Call Wrap Up Forms

Captures Essential Call Details

Post-Call Wrap Up Forms are designed to capture all critical details of a call immediately after it ends. This includes customer information, the purpose of the call, issues discussed, solutions provided, and any follow-up actions required. By documenting these details promptly, agents ensure that no important information is lost, which is crucial for maintaining high-quality customer service and accurate records.

Benefits for Call Center Agents and Business Owners

- Streamlined documentation process reduces the burden of manual data entry.
- Improves accuracy and consistency in capturing call details.
- Enables quicker transitions between calls, enhancing productivity.
- Provides a comprehensive record of customer interactions, useful for performance analysis and training purposes.
- Helps identify common issues and areas for improvement, leading to better customer service strategies.
- Facilitates data-driven decision-making through detailed and organized call logs.

“ According to research by Contact Babel, using standardized wrap-up forms can improve data accuracy by up to 25%, leading to better customer insights and service improvements. A report by the Customer Contact Week (CCW) suggests that effective post-call processes, including wrap-up forms, can enhance overall customer satisfaction by 15%. ”



Importance of Reducing ACW (After-Call Work)



The Role of Post-Call Wrap Up Forms

Minimizes Downtime Between Calls

Reducing ACW is critical for minimizing the time agents spend on administrative tasks after each call. By shortening this period, agents can move on to the next call more quickly, increasing the number of interactions they handle daily and enhancing overall call center efficiency.

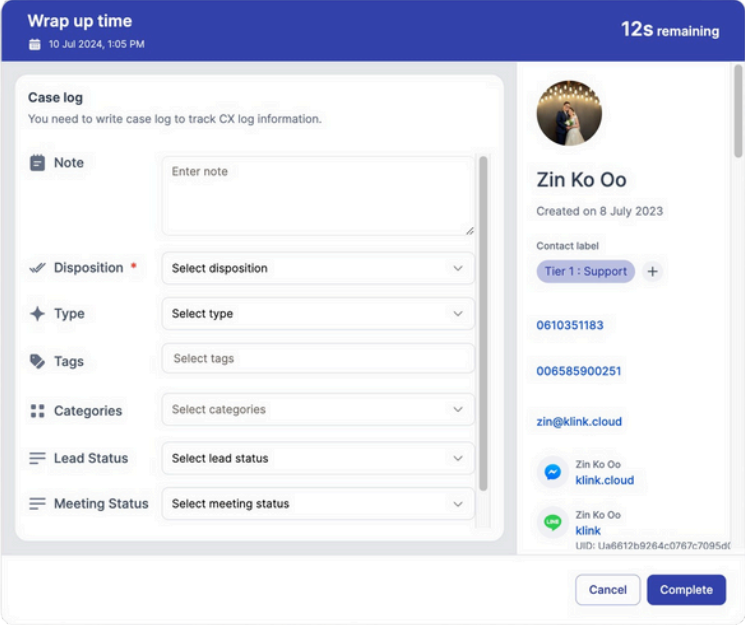
Increases Agent Productivity

Efficiently managing ACW leads to higher productivity among call center agents. With less time spent on post-call documentation, agents can focus more on engaging with customers and providing exceptional service. Studies have shown that agents who spend less time on after-call tasks report higher job satisfaction and reduced burnout, as they can maintain a more consistent workflow.

Simplifies Documentation

The streamlined documentation process reduces the burden on agents, making it easier to log call details accurately and quickly. Automation features and standardized forms further simplify the task, allowing agents to complete their post-call duties with minimal effort. Automated data entry and pre-filled forms significantly cut down on the manual work required from agents, freeing up their time for more value-added activities. Accurate and timely data collection is essential for business owners to make informed decisions.

Enhanced Features of the Updated Post-Call Wrap Up Form



Settings > Case Log Fields

To Track Post-Call / Chat Interaction, Agent can wrap-up and input data entry for case tracking

The updated Post-Call Wrap Up Form now includes customizable fields, allowing call centers to tailor the form to their specific needs. Agents can add, remove, or modify fields to capture the most relevant information, ensuring that all necessary details are documented accurately and efficiently. This customization enhances the flexibility of the form, making it adaptable to various industries and specific operational requirements.

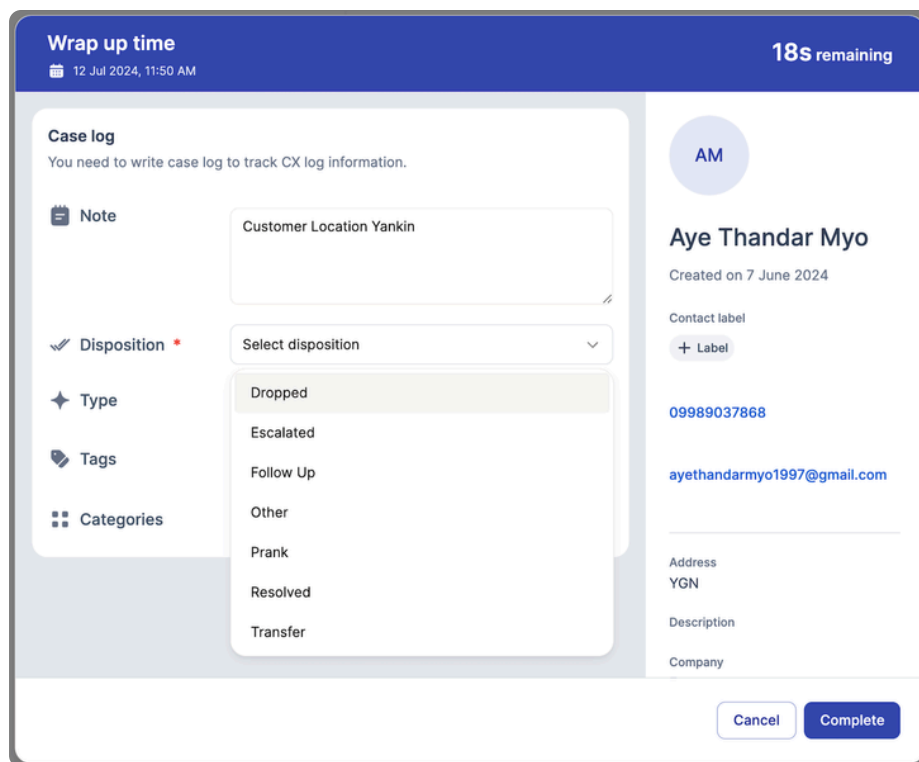
Designed with ease of use in mind, the new interface is intuitive and straightforward, reducing the learning curve for agents. The streamlined design facilitates quick data entry, minimizing the time spent on post-call tasks. The interface includes helpful features such as dropdown menus and auto-fill options to guide agents through the process, ensuring that all essential information is captured accurately and efficiently.

Implementation Guide

At klink.cloud, Post-Call Wrap-Up Forms can be completed after a call or chat session concludes. The wrap-up time is customizable, ranging from 1 second to the desired duration. If the wrap-up time is set to 30 seconds, the next call will only be received after the full 30 seconds has elapsed, regardless of whether the wrap-up is completed manually or not. The entire wrap-up duration must pass before the next call is initiated.

Step-by-Step Instructions

Post-Call Wrap-Up Time



Wrap up time 18s remaining
12 Jul 2024, 11:50 AM

Case log
You need to write case log to track CX log information.

Note
Customer Location Yankin

Disposition *
Select disposition

Type
Dropped
Escalated
Follow Up
Other
Prank
Resolved
Transfer

Tags

Categories

AM
Aye Thandar Myo
Created on 7 June 2024

Contact label
+ Label

09989037868

ayethandarmyo1997@gmail.com

Address
YGN

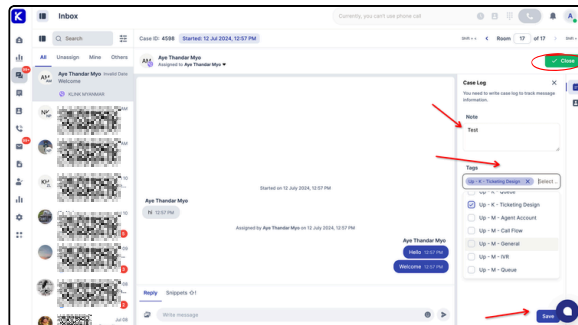
Description

Company

Cancel Complete

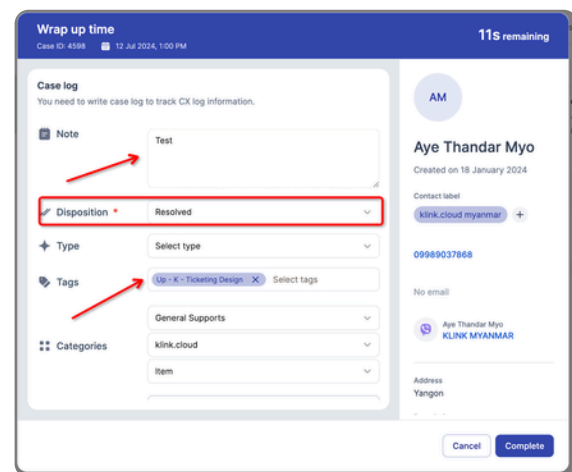
When a phone call ends, the wrap-up forms will automatically pop up.
Agents can fill in each section and complete the form.

Post-Chat Wrap-Up Time



While the chat room is still active, agents can write notes and choose tags before the form appears.

After clicking the save and close buttons, the wrap-up form will appear. Agents can fill in each section and complete the form.



No.	Results	Count
1	Resolved	51
2	Follow Up	6
3	Transfer	5
4	Other	4
5	Dropped	2

Essentially, the call disposition feature offers a brief summary of the outcome of a call. It includes a set of tags or values that allow you to record the result of the calls you've handled. As a result, the disposition can be considered the final call end results.

To view the call end results that including the disposition options, agents can access the Analytics Dashboard, filter by date, and see the results.

The updated Post-Call Wrap Up Form includes customizable fields, a user-friendly interface, and real-time analytics. These features streamline post-call processes, enhance data accuracy, and improve overall operational efficiency.



Ready To Explore New Advanced Features of klink.cloud?

Experience the new features firsthand with our interactive demo. See how our advanced features can streamline your processes and boost efficiency. Try the [demo](#) today and transform your call center performance.



www.klink.cloud