



# Instant Customer Service On-Demand

Upstream Works AgentNow on Azure

AGENTNOW ON AZURE OVERVIEW

Organizations want to differentiate and grow with tools that empower employees and provide immediate and personalized digital customer service to keep pace with changing customer demands and new technology. Upstream Works AgentNow enables organizations to leverage their unified communications infrastructure and evolve customer service with seamless engagements and instant customer service on demand.

Upstream Works AgentNow on Azure offers a fast and convenient way for customers to digitally connect with a qualified non-traditional contact center agent or subject matter expert using Microsoft Azure Communication Services (ACS) or Microsoft Teams<sup>^</sup> via their choice of voice, chat and video.

AgentNow empowers organizations to tap into on-demand contact center agents and non-traditional customer support to assist teams across regions during downtimes, increase efficiency, and provide a more personalized and satisfying customer experience.

## Seamless Conversations Across a Mix of Chat, Voice & Video

With AgentNow, customers can easily connect with an agent using a mix of chat, voice and video communication channels within the same session for a seamless conversation and human connection. A customer or agent can seamlessly transition from chat to video with courtesy consent for a more personalized, face-to-face connection, faster resolutions, and greater satisfaction without interrupting the conversation.

## Anywhere Customer Support with Smartphones, Laptops & Kiosks

Upstream Works AgentNow provides a user-friendly mobile browser interface, allowing customers to easily connect and access qualified on-demand agents and experts via a simple web link or QR code. Customers needing assistance can connect with agents using a smartphone, laptop, or kiosk across popular Unified Communications (UC) channels and seamlessly escalate from chat to voice to video for greater customer service convenience.

## AgentNow on Microsoft Azure Communications Services

Leverage your existing unified communications (UC) platform, like Microsoft Azure Communication Services (ACS) and Microsoft Teams (coming soon). All transactional information is securely stored in a Windows SQL Server backend. AgentNow solutions can be securely deployed as a dedicated hosted cloud subscription or as Software as a Service (SaaS).





















## Key Benefits

- User-friendly mobile interface accessible directly via web or QR code
- Seamless customer experience and continuous conversations across chat, audio and video
- Easily connect with on-demand agents and seamlessly escalate from chat to voice to video CX
- Personalize engagements and provide fast resolutions
- Leverage existing UC platforms, including Microsoft ACS and Microsoft Teams<sup>^</sup>
- Works seamlessly with existing Upstream Works contact center desktop solutions
- Leverage the Upstream Works desktop capabilities, including routing, integration with Microsoft Dynamics and AI capabilities like Microsoft AI
- Deployment options include subscription or SaaS
- The enterprise-ready solution offers robust security and compliance



## AgentNow Feature Highlights

FEATURE	DESCRIPTION
<p>Mobile User Interface</p> 	<p>AgentNow allows customers to easily connect with an agent by scanning a QR code or through a simple web interface, using a smartphone, laptop or kiosk. It provides customers with a fast and easy way to access contact center agents for real-time face-to-face support using a mix of chat, audio and video. The web interface can be set up to capture key customer information, like guest name, booking reference and other details, ensuring the agent can personalize CX.</p> 
<p>Seamless Conversation Across Voice, Video &amp; Chat</p> 	<p>AgentNow supports popular Unified Communication channels and allows agents and customers to connect directly through face-to-face video engagements, voice and chat. During an interaction, agents and customers can seamlessly move between chat, voice and video channels as per their preference, while the chat stays open. Agents can send and attach additional information to the customer without interrupting the conversation. The customer or the agent can request to transition channels from chat to voice and video to improve first contact resolution (FCR) and customer satisfaction.</p>
<p>Unified Communication Platforms</p> 	<p>AgentNow allows organizations to leverage Unified Communications platforms like Microsoft Azure Communications Services (ACS) to power audio and video and Upstream Works Smart Chat to power web chat.</p>
<p>Smart Routing &amp; Interaction History</p> 	<p>AgentNow uses task management and intelligent skills-based routing for better customer experiences. Agents can transfer interactions and view customer interaction details in Interaction History for quick resolutions and a more meaningful and personalized engagement.</p>
<p>Queue Time &amp; Tailored CX</p> 	<p>Organizations have the flexibility to tailor the customer experience with branded informational or promotional videos that can be shown while customers are in queue to improve customer engagement.</p>
<p>Status &amp; Notifications</p> 	<p>Agents have easy access to controls and can view the customer connection status. A green bar signifies the customer is connected, a red bar signifies a customer has been disconnected, and a gray bar signifies the AgentNow mobile browser interface is out of focus. AgentNow can also send notifications when an agent is available to customers in queue that have an AgentNow webpage in focus.</p>
<p>Agent Assist &amp; Transfers</p> 	<p>The AgentNow interaction, chat, microphone, and video settings are displayed on the Upstream Works agent desktop to maximize engagement effectiveness and productivity. Agents can easily transfer the AgentNow interaction to other knowledgeable agents and subject matter experts (SMEs) to resolve issues quickly.</p>
<p>Advanced Omnichannel Desktop</p> 	<p>AgentNow is a core feature of the Upstream Works Agent Desktop and takes advantage of its productivity and collaboration tools, Upstream Works Assist Knowledge and advanced omnichannel capabilities. The unified agent desktop features channel flexibility and full visibility of journeys and interactions for personalized CX. Seamless integrations with multiple artificial intelligence (AI), business, contact center, vertical applications, and CRM systems including Microsoft Dynamics, streamlines workflows and increases agent efficiency.</p> <p>AgentNow interactions are displayed on the Upstream works Agent Desktop to maximize customer engagements; easily transfer to other agents and SMEs to quickly resolve issues. The AI and desktop capabilities power agent assistance and virtual customer assistance with automated summaries, intent, sentiment and more and your choice of AI including Microsoft AI. AgentNow is reported on as a distinct channel with full operational and business data by skills and SLAs.</p> <p>Upstream Works offers flexible and tailored solutions on multiple platforms. Our desktop solutions are enterprise-ready, scalable, flexible and secure, and are SOC 2 and HIPAA compliant.</p>

FEATURE	DESCRIPTION
Data Storage 	All interaction information is securely stored in a Microsoft Windows SQL Server backend.
AI Capabilities 	AgentNow takes advantage of the Upstream Works Agent Desktop AI capabilities, including the Omni AI Hub, a suite of AI capabilities that seamlessly operationalize your choice of AI (including Microsoft AI) to power and automate virtual customer self-service, intelligent agent assistance, operational efficiency, and exceptional CX.
Enterprise-Ready, Secure Solutions 	AgentNow is enterprise-ready and available as an on-premise and cloud-hosted solution. Our desktop solutions are secure, flexible, scalable, prepared for FedRAMP, and SOC 2 and HIPAA compliant. Our solutions meet Web Content Accessibility Guidelines (WCAG) standards, ensuring accessibility for all users. ISO 27001 will be available by Q1 2025.
Customized Solutions For Any Industry 	Upstream Works offers tailored solutions to meet specific business requirements. AgentNow is suitable for any industry including Consumer Services, Financial Services, Healthcare, Insurance, Retail, Travel and Hospitality, and more.
Deployment Options 	AgentNow is available on all Upstream Works desktop products and contact center platforms including Amazon Connect, Cisco, Webex and as a standalone offering with our digital-only desktop solutions. AgentNow is available as Software as a Service (SaaS) or as a subscription to run on the end user's preferred infrastructure, including Microsoft Azure.
Contact Center Phone Systems 	AgentNow works seamlessly with existing contact center phone systems, including Amazon and Cisco, offering full contact center routing, reporting and agent desktop functionalities.
Training & Support 	Upstream Works offers comprehensive training and onboarding services to ensure smooth implementation and user adoption.
Warranty 	AgentNow is fully warranted and supported by Upstream Works, ensuring reliable performance and assistance when needed.
Availability 	Upstream Works AgentNow solutions are available through Microsoft reseller channels, providing convenient access to the product.

AgentNow empowers businesses to deliver exceptional customer experiences through a flexible and feature-rich communication platform. It's a core feature of the Upstream Works agent desktop, which features seamless integration, advanced AI capabilities, and robust security features. AgentNow is the ideal solution for modern contact centers seeking to optimize their operations and enhance customer satisfaction.

**Upstream Works enterprise-ready omnichannel contact center desktop solutions help organizations accelerate innovation, gain operational efficiency, and enhance engagements for long-term business value. Upstream Works has over 20 years of contact center expertise and is trusted around the world.**

For a consultation, discovery session and live product demo, contact us:  
[info@upstreamworks.com](mailto:info@upstreamworks.com)

*Specifications and features detailed herein are subject to change without notice.*

*^Upstream Works AgentNow support for Microsoft Teams coming soon*