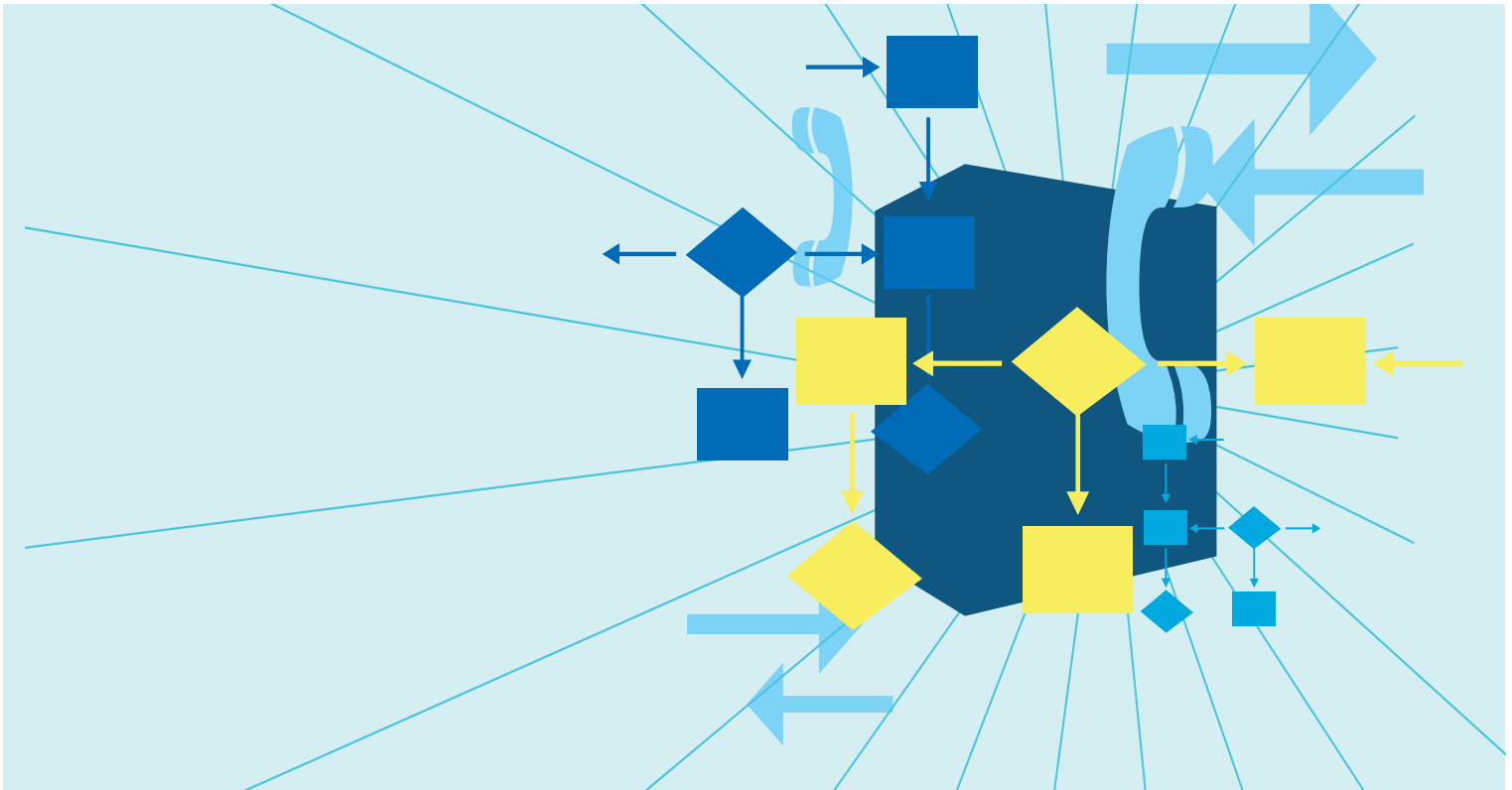


Hosted Solutions
Call Queuing



Call Queuing

Our dynamic Call Queuing system means callers need never hear an engaged tone again. Callers can be kept informed of their position in the queue whilst you can choose to play music, a sales promotion or an information message, adding value to the call. The reports and statistics available mean you can analyse peak times to allocate suitable staffing, monitor the success of advertising & PR campaigns and spot seasonal trends - assisting in the planning of future marketing and promotional campaigns.

Features include: Call Recording, Time of Day, CLI Presentation & Present, Voicemail to Email, Missed Call Alert and Introduction, Comfort and Whisper messages.

Benefits

- 24/7 Remote access
- Cost effective
- Simple to set up & user friendly
- Secure & confidential
- Flexible

Ideal for

- Shopping channels, online businesses and many other companies with order lines use Call Queuing to keep callers informed of current promotions. The call reports can assist in determining peak times for calls, enabling them to allocate suitable staffing levels and spot seasonal trends, assisting in planning a marketing campaign.
- Organisations such as Health Authorities and Public Services keep people informed of changes to opening hours or direct them to a more suitable number if a non-urgent call via Call Queuing. Using the call reports, managers can determine peak times and trends enabling them to allocate suitable staffing levels.
- Ticket and Event Information lines benefit from Call Queuing, directing people to a website for general information or advising them to call back at a later time if lines are busy. The call reports assist in monitoring the success of advertising, PR and promotional campaigns.

All our clients are provided with a dedicated Account Manager and the back up of an outstanding Technical Support team.

To find out more or to ask for a demonstration, call one of our team of experts on 0844 556 7888.