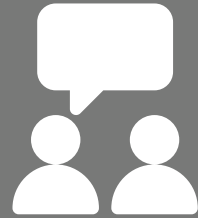


# 3 WAYS ADVANCED CALL QUEUING WILL CHANGE YOUR BUSINESS

## WHAT IS ADVANCED CALL QUEUING?

Advanced Call Queuing features ensure you keep your customers and callers on the line. When all of your agents are busy, it can automatically route calls to an intelligent queue.

Real-time statistics help you to make intelligent decisions and enable a quick response time for your most valued customers. Call queues improve the waiting experience for your callers and allow you to improve customer experience.



**Talk Your  
Customers  
Language**



**Happier Customers  
= Better Profits**



**Improve Staff  
Productivity**



## Talk Your Customers Language

A recent study shows 80% of consumers would prefer to talk to an agent over the phone<sup>1</sup>.



**67%**  
of customers hang up because they weren't able to speak to a real person<sup>2</sup>.



Average customers only call **TWICE** before going to a competitor<sup>3</sup>.



## Happier Customers = Better Profits

Not only does Advanced Call Queuing successfully connect your agents with more callers, it can also improve callers' customer experience. It can drastically reduce call wait time; can give the caller further control over their call; and offers unique customisation to give your customers the best experience possible.

Companies with 'superior' customer experience gained **10 - 15% revenue increase**<sup>4</sup>

Bad customer service causes **82%** of customers to leave a company<sup>5</sup>



## Improve Staff Productivity

Advanced Call Queuing can also incorporate interactive features. Presenting callers with a menu in your phone system allows them to route themselves directly to a specific department, allowing calls to be filtered into separate, defined queues. You can create a custom call experience for each queue, so callers can be played relevant information while they wait.



Callers aren't frustratingly passed from department to department, and staff can handle calls far more efficiently.

Even for a small team of 3 agents, automation can save 25 days of extra productivity a year<sup>6</sup>.

### Sources

[1] Avaya Consumer Preference Report (2011)

[2] American Express Survey (2011)

[3] BT Business

[4] McKinsey

[5] RightNow & Harris Interactive

[6] Groove HQ (2015)

# ADVANCED CALL QUEUING FEATURES



## MENU OPTIONS

A phone system menu allows callers to route themselves to the correct department. You can determine the complexity of the phone system, which can be used to gather information to help Advanced Call Queuing prioritise the most important calls for your business.



## CUSTOMISED AUDIO

You can use a standard message, or record your own, to greet customers in the call queue. This can also be customised for each queue experience. Choose from a variety of music options or play pre-recorded messages for callers as they wait to tell them relevant company information. These options help optimise the caller experience while they wait for an available agent.



## REAL-TIME STATISTICS

Keep on top of call queues by monitoring how many callers are in the queue and how long they have been waiting using real-time call statistics. Take this one step further and display a wallboard of queue performance for your team with coloured indicators highlighting at a glance once customised thresholds have been reached.



## POSITION IN QUEUE

Some callers like to know what position they are in the queue providing an indication as to how long they may be waiting. A simple setting allows callers to hear their position in the queue allowing them to make a decision whether they would like to continue to hold or call back later.



## VOICEMAIL OPTIONS

Give customers the option to leave voicemail messages rather than waiting in the queue. Voicemail notifications mean staff can quickly respond to each message. This technology empowers customers to determine their own wait time. This can help decrease the number of callers waiting and positively impact customer satisfaction.



## MID-CALL TRANSFERS

If your agents find a caller would be better served by agents in another department, they can be seamlessly transferred to another queue. The agent can speak to the other department securely before transferring the caller to further enhance the transfer experience.



## QUEUE THRESHOLDS

Define thresholds for your queues so callers are automatically redirected to voicemail or another department if a queue threshold is reached. Queue limits ensure you remain in control of your customer experience at all times.



## QUEUE CALLERS TO ANY DESTINATION

Ensure more calls are answered with the option to queue calls to multiple destinations. This can be useful for home-workers, answering services or different extensions within your office. This can also allow your business to be contactable throughout the day using agents in different time zones.

**COMPANY NAME**

0123456789

www.website.com

hello@email.com