



Hosted Studio

Call Queuing

The alternative to the engaged tone.

On occasion all organisations are likely to experience a volume of inbound phone calls which outstrips their number of available operators.

Call Queuing serves to prevent instances of high call volume from reflecting badly upon the organisation, or from having a negative impact upon the experience of the caller. As opposed to hearing the engaged tone on dialling a busy line, the caller is greeted by a tailored message or music and kept informed of their position in the queue- they are even given the option to depart the queue and leave a voicemail requesting a call back. All of these functions and settings can be quickly and easily implemented using the Call Queuing online control panel.

What is Call Queuing?

Call Queuing is a hosted service which serves to add value to inbound phone calls - particularly during busy periods. As opposed to hearing the engaged tone, any caller who doesn't go straight through to an operator is played a greeting. In addition to playing music and/or a choice of comfort message which you can record and upload yourself, the system is also able to notify a caller of their position in the queue. Alternatively, if you would like to utilise a specially tailored sales promotion or other informative messages to be recorded for you - then we can offer an effective bespoke solution to adjust Call Queuing to your precise needs. For organisations which take orders by telephone, Call Queuing is a highly effective means of not only keeping a caller on the line but also an opportunity to inform them of current promotions. Call Queuing is equally useful for Public Service organisations or general enquiry or information lines - offering alternative means of communication and information such as opening hours to callers who are queued. In addition to this, the system offers watch screens for real-time call tracking and management reports which provide an overview of activity alongside an insight into peak times and other call related factors. For the caller, benefits such as Queue Buster - which gives them the option to leave the queue and leave a voicemail requesting a call back and Mid Call transfers - which provides the opportunity to transfer to a pre-programmed alternative number; are incredibly useful.

Features

- Call Recording
- Real-time queue statistics for wall boards
- Queue Buster and Voicemail options
- Missed Call Alert
- Queue Position Alerts
- Customisable Introduction, Comfort and Whisper Messages
- CLI Presentation & Present

The Benefits

- Access remotely 24 hours a day as required
- Save money compared to CPE (customer premises equipment) solutions
- Reduce volume of calls dropped during peak times
- Set-up quickly and easily
- Gain an insight into staffing requirements for specific times and dates
- Receive full back up from our expert technical support team