CCQueue Wait Time Announcer

Poltys Inc.
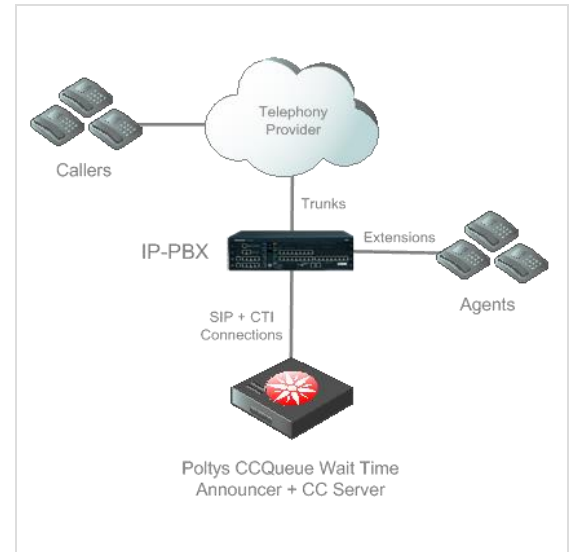Unified Communications Solutions

▶ Overview

Poltys' **CCQueue Wait Time Announcer** is add-on to CCView. It informs the caller about the estimated waiting time and position in the queue, and provides him/ her with callback option.

CCQueue Wait Time Announcer uses a set of predefined SIP Groups in the Panasonic IP-PBX in order to:

- Answer the inbound calls routed by the PBX
- Play queue messages to the caller
- Ask the caller for voicemail routing
- Route the incoming calls to the appropriate IP-PBX ICD queue
- Provide callers with bail-out and callback options
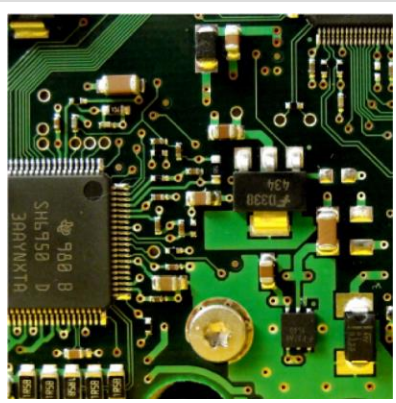
▶ Key Features

- Pure VoIP software solution
- Compatible with Panasonic KX-TDE/ NCP/ NS IP-PBX series
- Connects to the IP-PBX using SIP Extensions and CTI Link
- Plays estimated queue wait time and position in the queue
- Configurable destination ICD Group and SIP Group list
- Configurable choice to opt out for callback
- High scalability

Benefits

- Lower call abandonment rates
- Improve the customer experience
- Decrease call handle time
- Smooth out call volume spikes
- Reduce Telco costs

System Requirements

- Compatible with Panasonic KX-TDE, KX-NCP, and KX-NS IP-PBX series
- Intel® Core™ i5-750 at 2.66 GHz or faster, 3 GB RAM, 100 GB free HDD space, 100BaseT NIC
- Microsoft Windows XP Professional SP3, Microsoft Windows Server 2003 SP2, Microsoft Windows Server 2008, Microsoft Windows Server 2012 (UAC disabled), Microsoft Windows Vista Business (UAC disabled), Microsoft Windows 7 Professional (UAC disabled), Microsoft Windows 8 (UAC disabled)