



**CALL
BACK**

GET RID OF ANNOYING WAITING IN QUEUE

KEY FEATURES

- Pure VoIP software solution
- Compatible with Panasonic KX-TDE/ NCP/ NS IP-PBX series
- Play estimated waiting time and position in the queue
- Callback the customer on demand while preserving his position in queue
- Connect to the IP-PBX using SIP Extensions and CTI Link
- Provide strongest reliability by the highest integration with Panasonic telephony systems
- High scalability

Polty's **CCQueue Wait Time Announcer** is add-on to CCView.

It informs the caller about the estimated waiting time and position in queue, and provides him with callback option.

Callbacks can do much more than just ease the pain of waiting in queue:

- **Lower abandonment rates** - Reduce customer dissatisfaction and repeat calling
- **Improve the customer experience** - Increase brand loyalty and your bottom line
- **Decrease handle time** - Increase agent efficiency and reduce costs
- **Smooth out volume spikes** - Improve productivity and staffing requirements
- **Reduce Telco costs** - Decrease toll charges and trunk costs

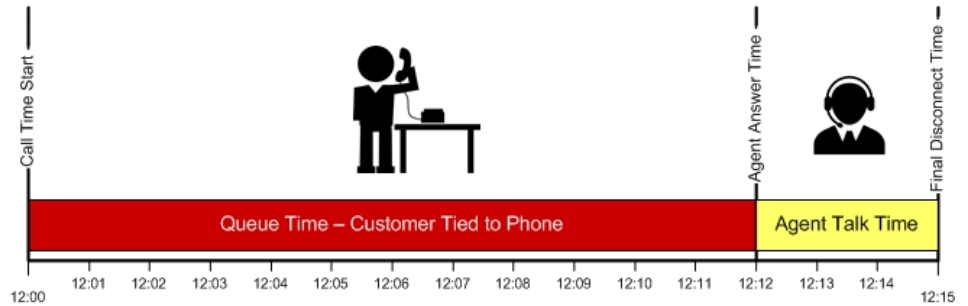
HOW IT WORKS

WITHOUT CCQUEUE WAIT TIME ANNOUNCER

The customer waits in a traditional queue for 12 minutes.

When he's finally connected with an agent, he talks for 3 minutes - but some of that time is spent complaining about his time spent in the queue.

Many customers in this situation would abandon the call before reaching an agent, and retry the call later, resulting in additional telecom costs.



WITH CCQUEUE WAIT TIME ANNOUNCER – Customer chooses to wait in queue

The customer listens to a greeting that informs him of his Estimated Waiting Time and offers him the option of receiving a callback rather than waiting in a queue.

He prefers to remain in the queue, so he is connected with an agent when his turn arrives.

It's unlikely that he will waste time complaining because he was informed of his estimated wait and presented with option for callback. This is indicated with *Saved Talk Time* in blue.



WITH CCQUEUE WAIT TIME ANNOUNCER – Customer chooses to be called back

After entering his phone number, the customer hangs up the phone and Poltys CCWait Time Announcer maintains his position in the queue.

This *Virtual Queue Time* saves telecom charges (because the customer is not on the line) and frees up the customer's valuable time.

The system calls the customer back, greets and transfers him to the next available agent. Since the customer has had a positive experience, he may be less likely to complain about a long wait.



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