

## Queue Manager



### Features:

- Web-based management control
- Quick and simple to use
- Option to play queue position
- Voicemail option if callers exit the queue
- Option to play adverts and hold music
- Voicemail option if callers exit the queue

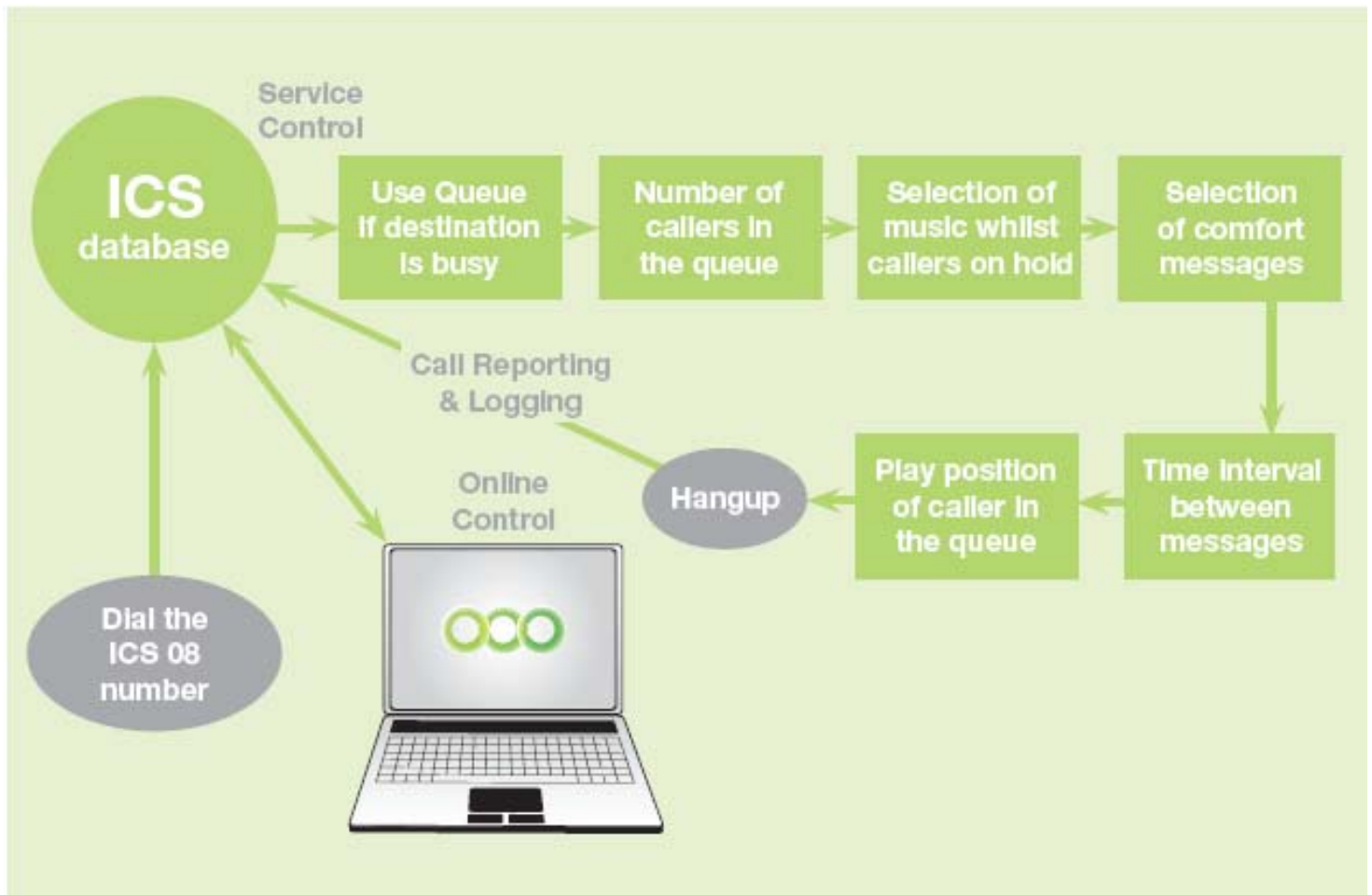
‘Queue Manager’ is ideally suited to any organization that experiences high call volumes or variations in their inbound call levels. High volumes can be defined as periods where the number of inbound calls exceeds the number of agents available. In a sales environment, a queuing system could make the difference between a successful sale and a call that is lost to a competitor. In many different markets, a queue can vastly improve customer perception and satisfaction, as none of us enjoy continuous repeat dials or connecting to the engaged tone.

Several of the standard services have been updated to give you the option to set up call queuing so you’re your callers can be placed on hold. Additionally, it can also be incorporated into a bespoke call-flow designed around specific requirements. The service is able to inform the caller of their current position within the queue, and also play a variety of hold music or comfort messages whilst they wait for their call to be answered.

There is management information available too, updated constantly, to give invaluable assistance with regard to the resource planning and the adjustment of queue settings – both important factors in delivering the optimum service possible to your inbound callers. Rather than risk losing those important customer calls, let your customers know how important they are to your business.

# Queue Manager

## How Do The Calls Flow?



ICS are a leading provider of inbound telecoms solutions, specialising in telemarketing numbers and IVR-based call handling, which can be implemented using our 'off the shelf' applications or can be tailored to meet any specific requirements. With years of experience in the market you can be assured that we'll provide you with a service second to none.

Our platform puts you in complete control of your inbound telephony. Pick and mix what is right for your needs. Whether you want to run a simple one-line application or a complex interactive service, we will manage your service leaving you to focus on what you do best.

For more information on the service, and a full demonstration, please call **0845 017 9000**