



Intelligent Callback



Help Yourself to a Snack !



What's the Better Experience?



Waiting is being eliminated

- Restaurants

Buzzers

- Barbers

Text notification

- Your Call Center

Intelligent Callback!



Features

- Virtual Queuing
 - Reduce Customer Frustration
 - Handle Traffic Peaks
 - Eliminate Busy Signals
- Voice + **Web** + **Mobile**
- Text Notification of Agent Availability

Features

- Powerful in-flight management
 - View Attempts
 - Call Immediately
 - Cancel Callback

Features

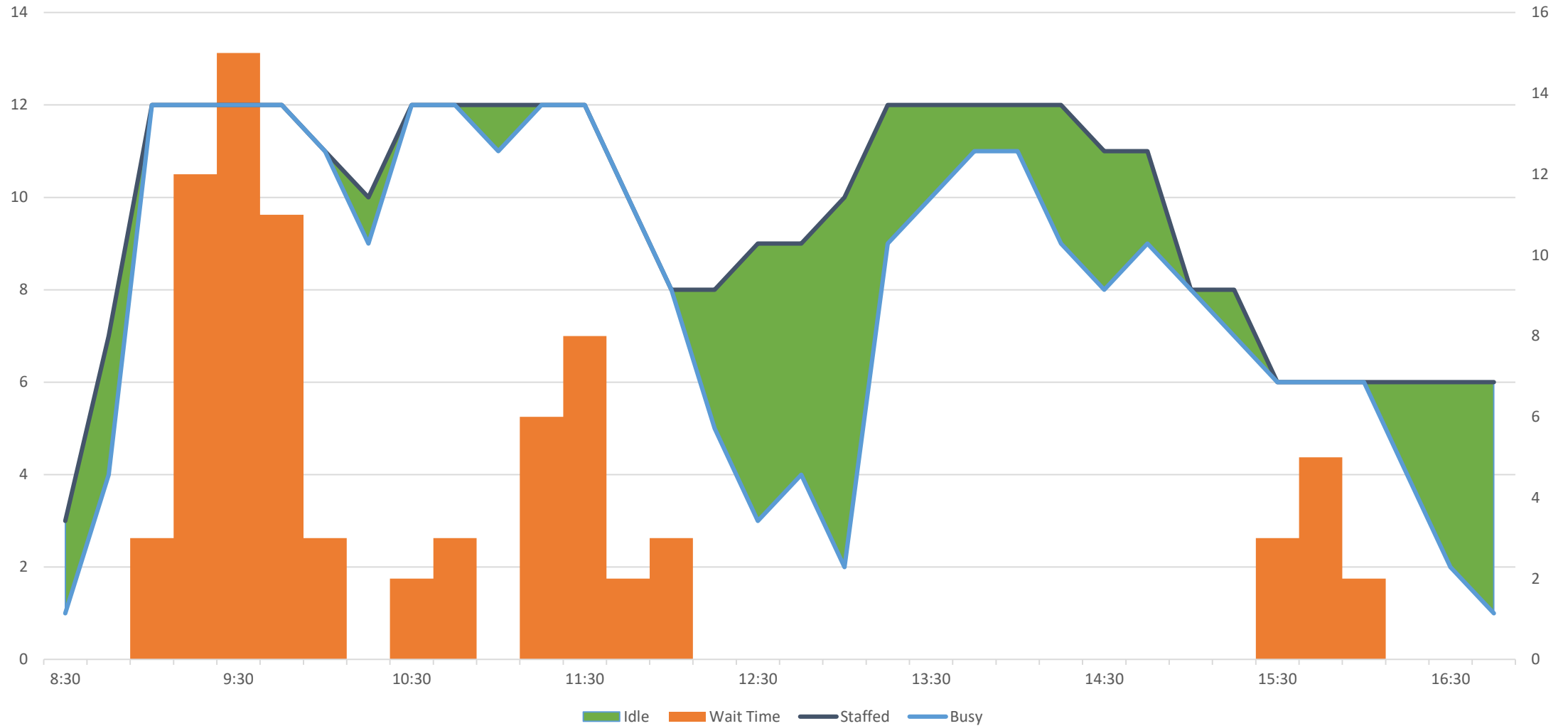
- Uses AACC IVR engine – call never leaves Call Center
- Duplicate Call Recognition and Re-Queue
 - Option to set higher priority for repeat callers
- Workload Leveling
- High Availability Option
- Wallboard Integration

Coming Up



NEW

Dynamic Callback Scheduling



Dynamic Callback Scheduling

- ICB is Tracking the Call Center Statistics – Let's Use the Data
- Tracks Staffing, Calls Answered, Wait Times
- Manually set the periodicity of your business
 - Weekly, Monthly, Yearly or Combined
- Identify Trends
- Weigh Recent vs Older vs Real-Time Data
- Offload Calls from Busy Times to when Agents are Underutilized

Workforce Management Adapter

- Leave forecasting to the specialists
- WFM can be granular, but staffing right is hard
- Set the weight of forecast vs real-time

ICB DEMO

