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
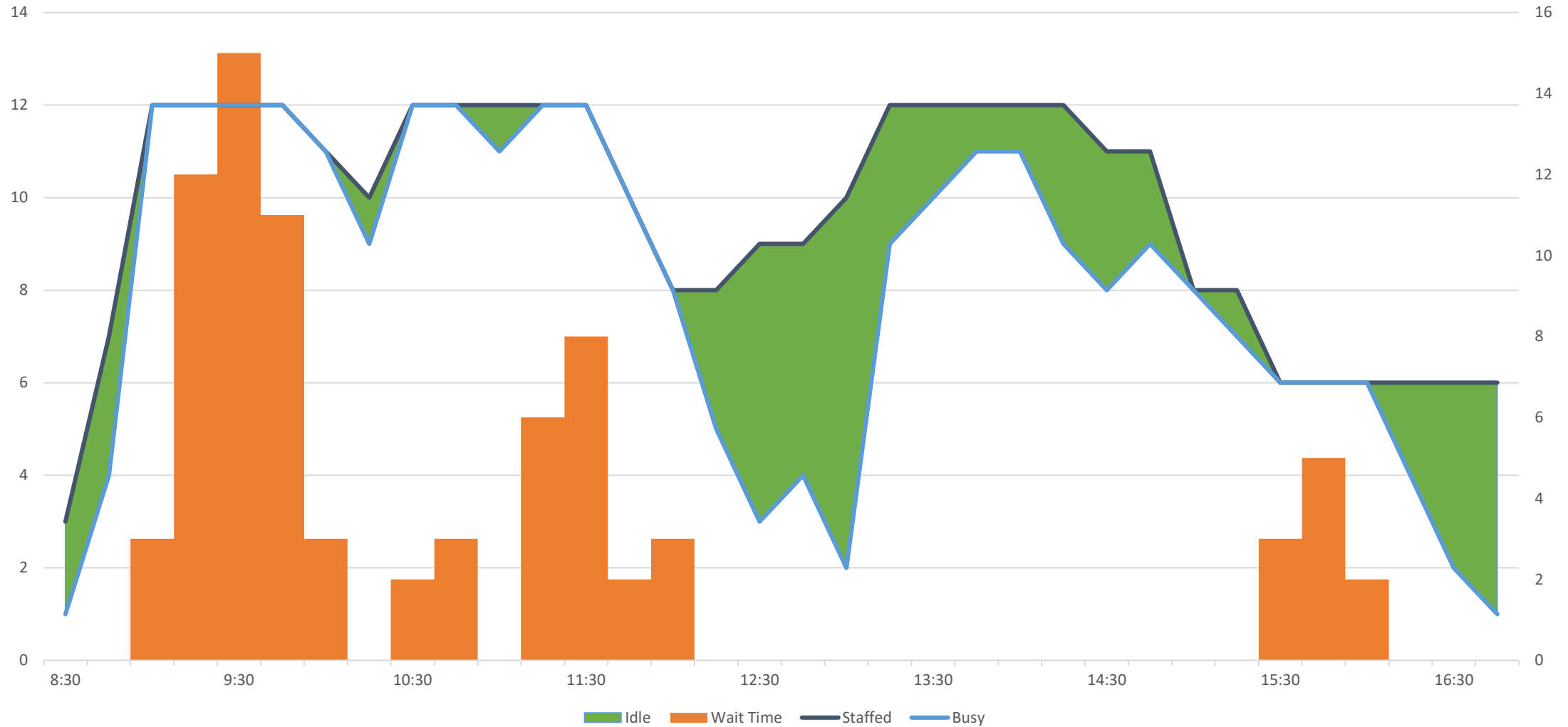
  - Cancel Callback

Features

- Uses ACCS IVR engine – call never leaves Call Center

- Duplicate Call Recognition and Re-Queue

  - Option to set higher priority for repeat callers

- Workload Leveling

- Wallboard Integration

Coming Up

NEW

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