

CALL QUEUING

Never miss a valuable customer call again with VTSL's cloud call queuing

If you have ever heard a message like this: *You are 3rd in the queue, please hold and an agent will be with you soon*, then you know what call queuing is. Call Queuing places your callers in an ordered "queue" until the next available employee can help. In addition to telling callers their place in the queue, music or recorded messages may be played while they wait - capitalising on a valuable communications opportunity.

BENEFITS

Never miss another call. With call queuing, customers will never hear a busy signal, or need to be sent to voicemail.

Relay important messages. Play messages about business hours, promotions, new products and more while the caller waits in the queue.

Maximise existing resources. Rather than hire more people just to help during a few busy hours, use call queuing to maximise the resources you currently have.

Manage everything in the VTSL Portal. Easily manage your call queue settings including changing recordings at weekends or during holidays.

No impact to your telecoms infrastructure. With VTSL's cloud call queuing, your telecoms network is not affected even with a high number of queued callers.

Announcements ?

Initial Greeting

The initial greeting is played to callers once when they join the queue.

Provide rings before playing initial greeting.

Wait Announcement

The wait announcement is played to callers while they are in the queue.

Play announcement for minutes then send to call coverage.

Position Announcements

Position announcements are played to callers to let them know their place in the queue. They are introduced with the Number Prefix Announcement and followed by the Number Suffix Announcement.

Enable position announcements for this group.

Prepend the Number Announcement with the and play the Position Announcement every seconds.

Append the .

Select the specifications of your call queue in the VTSL Portal. Choose what callers hear when they wait, and decide if they are to be informed of their position in the queue (Position Announcements).

