

Inbound Call Handling

Our dynamic Call Queuing solution means callers need never hear an engaged tone again. Callers can be kept informed of their position in the queue, whilst you can choose to play music, a sales promotion or an information message, adding value to the call. The call queue management reports enable you to analyse peak call times, to allocate suitable staffing, monitor the success of advertising & PR campaigns and spot seasonal trends - assisting in the planning of future marketing and promotional campaigns.

Features of Call Queuing for inbound call handling include:

- Call Recording
- Time of Day
- CLI Presentation & Present
- Voicemail to Email
- Missed Call Alert and Introduction
- Comfort and Whisper messages.
- Queue Buster – *This new feature is designed to improve customer relations when it's not possible for a caller to wait in a queue. This function gives the caller the option to exit the queue and leave a voicemail requesting a call back at a more convenient time for them.*

Our Call Queuing is ideal for

Shopping channels, online businesses and many other companies with order lines use our Call Queuing service to keep callers informed of current promotions. The call reports assist in determining and budgeting staffing levels.

Organisations such as Health Authorities and Public Services keep people informed of changes to opening hours or direct them to a more suitable number if a non-urgent call via Call Queuing. Again, call reports are used to assist in planning staffing levels.

Ticket and Event Information lines can benefit from Call Queuing systems, directing people to a website for general information or advising them to call back at a later time if lines are busy. The call reports are used to monitor the success of advertising, PR and promotional campaigns, with different non-geographical business numbers allocated to each publication or advert for a more detailed analysis of impact.

To find out more or to ask for a demonstration call T1 Telecoms on 0844 556 7788.