Call Center Queue

The SageVone Call Center Queue delivers comprehensive features, many of which are not available in legacy systems that provide great value for small businesses as well as mid-size and large enterprises. Intuitive user screens and elimination of the need for on-premises equipment will ensure lower cost of ownership and faster implementation than hardware-based solutions.

Whether you need a large application or a smaller solution, the Call Center Queue application enables effective call routing, handling and reporting options critical for today's service-oriented businesses.

Call Center Statistics

KEY FEATURES

- *Voice Mail* – If there are no agents to handle an incoming call or the call goes unanswered for a specified amount of time, the call can be forwarded to a call center voice mailbox.

- *Night Service* – Calls received after-hours or on non-business days can receive a service menu of options allowing a caller to leave a voice message or transfer to an emergency number.

- *Multiple Call Distribution Policies* – Incoming calls are handled according to the selected policy, which includes uniform call distribution, linear hunt group, circular hunt group, no-answer and simultaneous ringing.

- *Call Queuing* – When all call center agents are busy, incoming calls can be queued until they can be presented to an available agent. Calls in queue are provided with an initial greeting, a periodic greeting, and audio on hold. All greetings and audio are configurable for each call center.

- *Queue Escape* – Callers who are queued can press a key to be sent directly to the call center voice mailbox instead of waiting for an available agent.

- *Overflow* – When a call center cannot accept any more calls, incoming calls can be forwarded to an overflow phone number.

- *Statistics* – Statistics are generated for each call center and each agent on a configurable period. The statistics are periodically reported to a configurable email address in CSV format and are viewable to the group administrator via the web portal.

- *Service Integration* – Any service can be assigned to the call center phone number to customize the call center group. This includes services such as call forwarding, call notification, call screening, and voice messaging.

- *Queue Flushing* – When all agents in the call center group logout, queued calls are automatically sent to the call center group voice mailbox.

- *Agent Login/Logoff* – Agents can login and logout from the group so that calls are only presented to agents that are on duty.

- *Screen Pops* – Incoming calls pop up on a web screen showing information associated with the incoming call. A group-specific URL is accessed for each call.