

# Improve your company's availability

Aurora teleQ gives you a communication solution that is tailored to your particular company. The solution can include everything from callback to non-switchboard based queuing, chat, video and texts. That means your company can improve its availability and deliver the best possible customer service.

Our Aurora teleQ product consists of a number of communication modules in a single user interface. It is scalable and can be tailored to your needs. Because you only pay for what you need, the product is good for companies of all sizes. It is a cloud based solution so you can handle calls and cases from anywhere. You can even work directly using your smartphone or tablet.

## Peace and quiet

A pleasant work environment can reduce staff turnover and days off sick. People who are happy at work have more energy and can perform at their best. Aurora teleQ gives you time to complete a case before the next one starts, so you can prepare and complete the documentation. The inbound cases are presented on screen in a clear layout so you can plan the most efficient use of your time. Phones are not constantly ringing, and time is set aside for each call – together, that means less stress. In other words, Aurora teleQ improves your company's work environment and service levels.

## Years of experience

We are market leaders thanks to our many years of experience. We really know our stuff – a guarantee of quality and an asset for you, our customer. You're the one who decides the features you want from Aurora teleQ. We tailor the solution to your business. The product works with landlines, mobiles and IP telephony, and can be used with or without a switchboard. You don't need to worry about setting up, installing or updating the product – we do all that for you.



-  Callback
-  Call Queue
-  Duo
-  Response Groups
-  Menu
-  Video
-  Chat
-  SMS
-  Email

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