aurora teleQ

Flexible call queues for satisfied customers and a pleasant work environment

It should be easy to provide your customers with good service. The Call Queue module has a flexible response group system allowing you and your colleagues to work from different locations. The only equipment anyone needs is a computer with Internet connection and a phone.

The Call Queue module is non-switchboard based – it answers all inbound calls and places them in a queue. The calls are presented directly on the agents' screens. Agents can then pick calls themselves and put them through to any phone.

Easy to get started

The service is web based, straightforward to use, and easy to get up and running. The response group does not need to be linked to specific phones or workstations. It is simple to assign multiple departments to the same queue, supporting collaboration within the company. Agents log into Aurora teleQ and can immediately start answering calls from one or more response groups.

Keep track of calls

Agents can clearly see how many people are trying to get through and how long they have been waiting. It is up to the agents to decide which calls to answer and when. The call list is available to agents at all times so they have a clear overview of inbound calls. A user-friendly analytics tool helps with the staffing of response group. For example, the module can reveal the times of peak call demand.

No need for a switchboard or an operator

There is no need for users to have the same switchboard or operator, so agents in different locations can work on the same queue. To boost efficiency even more, you can ask customers to give a reason for their call and enter a customer number or ID number. That means the agents are informed in advance what the call is about, widening the pool of potential agents available to work on a queue.

Benefits of Call Queue:

- Keep track of all inbound calls.
- Computer and phone are the only tools you need.
- The caller can key in details of their case.
- You can put the call through to any phone.
- Straightforward staff planning.
- Easy to assign multiple departments to the same queue.
- Simplifies internal collaboration.

To find out more: 018-19 44 40, info@aurorainnovation.com, www.aurorainnovation.com

Aurora Innovation helps businesses and organisations improve their availability and make it easier for people to get in touch. We offer flexible communication solutions that contribute to better customer service and a positive work environment.

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