



TAKE YOUR CUSTOMER SERVICE OFF HOLD

QueueBuster™

No-one wants to be kept waiting on hold for their call to be answered. And the music designed to distract only adds to the frustration.



QueueBuster neatly manages the peaks and troughs in your call traffic

But what is annoying for your customers is costly for your business. Call queuing leads to unhappy customers and lost calls. What's more, if you offer an 0800, 'lo-call' or similar number, you pay a high price to keep them waiting.

QueueBuster neatly manages the peaks and troughs in your call traffic and lets you deliver an efficient response to customers even when your phone lines are busy. When a queue develops the service politely asks callers if they want to be called back when someone is available. Their call is registered and as soon as it reaches the front of the queue, QueueBuster automatically rings the customer back with your agent on the line ready to help. In line with research showing just how many people hate telephone queries over 90% take the QueueBuster option.

By putting you in control of your incoming calls, QueueBuster frees your customers from music on hold, engaged tones or unanswered lines. Which means you can improve customer service, eliminate lost calls and reduce call waiting costs.

What can QueueBuster do for your business?

- > Improve your inbound call management
- > Smooth out peaks in call traffic
- > Eliminate lost customer calls
- > Reduce call waiting time and costs
- > Delight your customers
- > Capture vital data on all callers

How does it work?

If QueueBuster detects that your lines are busy or a call is unanswered, the service greets the caller, asks them to record their name and tells them to hang up. QueueBuster stores the data in a virtual queue. When you have someone free to take the call the service automatically rings your customer back with your agent on the line.





Key feature

- > *Comprehensive functionality provides the flexibility to tailor QueueBuster to the needs of your business*
 - > *Call handling – unlimited calls can be stored in the virtual queue*
 - > *Call announcements – call identity is pre-announced to agents to enable personalised service*
 - > *Simple call flow integration – calls can route into existing systems like ACD, IVR and CTI solutions*
 - > *Intelligent call routing – calls can be diverted to overflow numbers and allow follow-the-sun time-based routing*
 - > *Caller tracking – every call is logged with details available on fax, email, online and voice mail*
 - > *Choice of number – redirect calls from your existing standard or special rate number or choose a new number from a range of tariffs (freephone; local rate; national rate; premium rate)*
- ### **Painless implementation**
- > *Fast, easy set-up and installation*
 - > *No additional hardware or software required*
 - > *Delivers calls to any number on any network*
 - > *Integrates with any existing telephony and IT environment*
 - > *Fully scaleable – can grow with your needs*
 - > *Easy administration and billing structure*
 - > *Global network of fault-tolerant servers*
 - > *24/7 automated system monitoring and back-up*

Eliminate call queueing and missed calls

Applications

QueueBuster can help any business in any market sector. Specific opportunities include:

Call centres: reductions in on-hold call costs present major cost-saving potential to call centres, while smoothing peaks in traffic makes it easier to manage staffing levels.

Virtual call centres: callers dial one number but QueueBuster can deliver the call to any number or groups of numbers anywhere in the world – supporting staff mobility and distributed offices.

SMEs: QueueBuster provides affordable back-up for any smaller business that needs help in managing its incoming call traffic.

Other NetCall services

NetCall FirstStep – web callback to get your online customers talking
NetCall800 – instant online response to live phone calls from your website
HotDesk – animate every call with pictures via two-way web sharing



NetCall Telecom

NetCall Telecom's services enable businesses to improve the quality of their response to customers and increase the efficiency of voice communication; whether the initial prompt for a call is made by telephone, email, internet, WAP, digital broadcasting or the printed page. New techniques eradicate wasted call time and lost calls when the customer cannot be connected immediately to the right member of staff. The services are low cost, require no hardware or software investment and work with all existing telephone and internet systems. For a free demonstration or more information visit www.worldphone.de

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