



Call Queue Management

A MODERN APPROACH TO CALL DELIVERY



Visytel's Call Queue Management and ACD functionality are an integral part of Visytel's Carrier grade SIP based telephony platform.

Flexibility and customisations are what sets Visytel's solution apart from the other products on the market. The aim being to create the best customer experience and increase overall customer satisfaction.

“*Call queueing done with our customers in mind. Visytel's Call Queue Management solution offers the flexibility our business needs.*”

Currently Visytel has a complete solution running inside the UK company Spoke Interactive (www.spoke-interactive.com) handling around 10,000 calls per day reliably.

- Part of Visytel's Carrier grade SIP based telephony platform which is BT Wholesale SIP compliant
- Flexible Call Queuing and ACD functionality
- Queue based and Agent based timetables
- Priority Queues
- Switchboard functionality
- Customer feedback with average waiting times and number of agents available
- Call me back and call booking service
- Call recording
- Detailed call reporting available



Visytel Pty Ltd
44 Rayment Street
Fairfield, Victoria 3078
Australia

☎ +61 429 076 431
✉ info@visytel.com
🌐 www.visytel.com

Please reach out for more information ▶▶▶