Queue Manager: Call Queuing in the Cloud

Queue Manager, a fully hosted call queuing solution, minimises lost calls to maximise sales without increasing your overheads.

Operating as either a stand-alone product or with your current PBX, Queue Manager is a cost-effective and fully scalable solution that can be set up in minutes. When call volumes rise, Queue Manager simply steps in without the need for more agents or more lines. With features such as call recording and comprehensive reporting available, Queue Manger is probably the most comprehensive 'off-the-shelf' network-based product available today.

- Fully tailored solution
- Bespoke prompts
- Breakout options
- Multiple destinations
- Skill based delivery

- Feature rich
- Bespoke wallboards
- Online management
- Specialist reporting

Key Benefits

- A highly cost-effective scalable solution – copes with unexpected peaks
- Access to online management portal for real time control and full data analysis
- Multiple destination delivery options
- Advanced inbound routing to connect the right caller with the right agent
- Customisable music / advertising reel / line position prompts for great customer service
- Comfort messages – bespoke or standard options to suit caller type
- Breakout options allowing callers to leave a message
- Multiple and customisable wall boards
- Full hosting means no expensive equipment, freeing up capital, time and resources

The Tailored Approach

When used in conjunction with our Virtual Receptionist service, with access to overflow and disaster recovery options, solutions can be created to meet even the most demanding requirements. Callers can be delivered to multiple queues for routing through to multiple contact centres and agent groups to ensure your callers always receive excellent customer service.

We are confident that Queue Manager's feature rich functionality recognises the diverse range of choices and problems faced by business. However, we appreciate that not every contact centre's requirements are the same. We supply many organisations with complex high-level bespoke queuing solutions to meet their exacting requirements. Please contact your account manager to discuss your ideal service specification.

BCH Solutions specialises in creating feature-rich and innovative call handling products. Through our unique status as a single provider with in-house design, development and support expertise, we offer exceptional product knowledge. This together with our passion for our products confirms our commitment to provide our partners with the best long term consulting, training and support.

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