QueueBuster® and CallMeBack

Offer customers a call back to improve customer satisfaction and contact centre performance

Benefits at a glance:

✓ Reduce call abandonment - by 20% or more. And prevent repeat calling. Give your net promoter score (NPS) an uplift too, one client gained 20 points!

✓ Smooth out peak call spikes - handle 15% more calls and relieve work pressure for agents.

✓ Reduce average call handling time - agents start every call positively and gain faster resolution.

✓ Connect your website, easily - a few lines of code and a CallMeBack button allows customers to request a call back. Job done.

✓ Convert web enquiries into sales - respond personally and answer web visitor queries, fast.

Unique patented call back solutions for voice and web.

While digital channels are growing in volume in the contact centre, it's still all about the voice! Calls account for over 67% of contact centre interactions.

When a customer calls you, it's often because they need help with a complex, emotional or immediate issue. They'll reach for the phone to speak with someone to help them there and then.

These enquiries have a high value and require an urgent resolution.

Evidence shows that waiting on hold causes frustration. Customer wait time feels 10 times longer than the reality.

As queue times rise, customers abandon their calls. They feel unhappy about the service they've received. You've failed to answer, and now they may be heading elsewhere. Or, complaining on social media. Balancing peaks in call traffic with resources is a challenge.

Dealing with frustrated customers has an impact on agent morale too.

No more waiting on hold

Our automated call back solutions improve customer satisfaction and contact centre performance.

Available for phone and web, QueueBuster waits on hold, so your customers don't have to.

Fast, easy set-up

There is good news for your IT teams too. No complex integration or hassle with your legacy hardware. And you can be up and running in 24 hours.

> " 92% of our customers felt that by offering QueueBuster we cared more for them than companies who don't offer it.
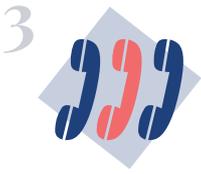>
> Premier Energy

Here's how QueueBuster works…

1 Customer **calls in**

2 "You are 10th in the queue"

Customer is told **they are waiting in a queue**

3 "Would you like to wait or receive a call back?"
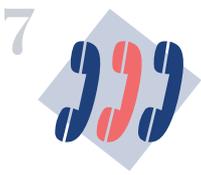
QueueBuster offers a **call back**

4 "John Smith 00056 555661"

Customer accepts - gives their name & telephone number
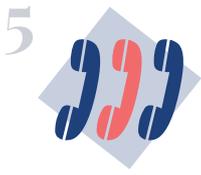
5 QueueBuster calls the **contact centre agent**

6 "A call back for John Smith"

Agent is advised it is a **QueueBuster call**

7 QueueBuster calls the **customer** back

8 "Hello John"

Agent and **customer** are **talking**

If the agent accepts the call back but the customer's line is engaged, QueueBuster notifies the agent and retries the call at a later time.

Call backs made in next available time slot

Volume of calls

Time of day

■ Requested call back
■ Spoke to agent
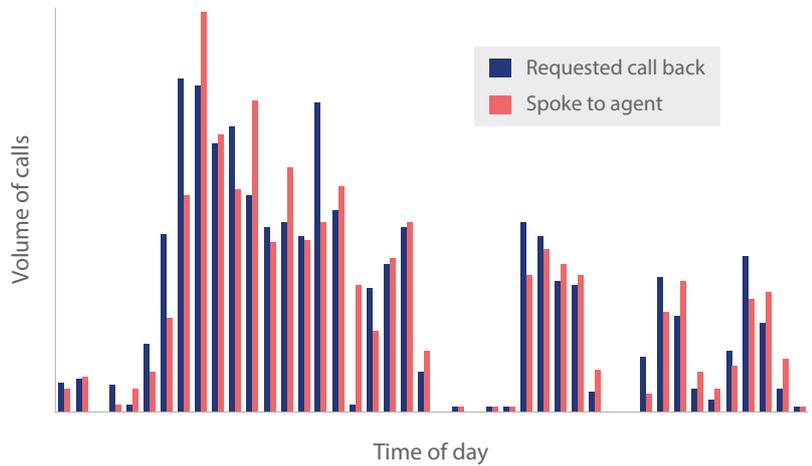
Features at a glance:

✓ Patented 'agent first' technology - our call back connects the agent first. Offer great customer service and compliance as customers speak with a real person every time.

✓ Supported set-up - it's quick and easy and our technical team guide you every step of the way, from a simple configuration to as complex as you need.

✓ Simple ACD integration - you only need to include a few lines of scripting to be fully operational. There's no fussing with multiple platforms.

✓ Detailed management reporting - monitor customer call back progress in real-time. See detailed information on performance against SLAs, agents and customers called.

✓ Professional recordings for any language - choose the language for your messages and either record in-house or use our professional voice over artist.

Research shows that organisations that offer call backs are **91% effective** in managing call volumes and **93% effective** in improving customer satisfaction.

Take a deeper dive | Contact us today for a demo | Visit netcall.com

Offer great customer service and compliance.

Avoid customer dissatisfaction and repeat calling.

A solution tailored to your needs

- Our SaaS (software as a service) sites are ISO 27001 certified.

- We have deep experience of call back deployments and integrations within the UK

- Anticipated customer take up rate for those implementing QueueBuster is 93.2%

Stable and reliable software

- Available in the cloud or on premise for any contact centre

- UK based support focused on local concerns

- Gain peace of mind as you know that our agnostic platform is accredited for Microsoft Skype™ for Business, Avaya®, Cisco® and Mitel®.

> " 100% of our people think that QueueBuster improved the customers' experience... with a success rate on call backs of 97.5%.

British Gas Business

> " QueueBuster has enabled BGB to utilise our people more effectively to improve the Customer Experience.

British Gas Business

> " We believe that by giving online customers the opportunity to request a call back we have been able to provide a more complete service.

Halifax

Take a deeper dive

Contact us today for a demo visit netcall.com

Or call us on 033 0333 6100 and say "Transforming Engagement"

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