If you have ever heard a message like this: You are 3rd in the queue, please hold and an agent will be with you soon, then you know what call queuing is. Call Queuing places your callers in an ordered "queue" until the next available employee can help. In addition to telling callers their place in the queue, music or recorded messages may be played while they wait – capitalising on a valuable communications opportunity.

BENEFITS

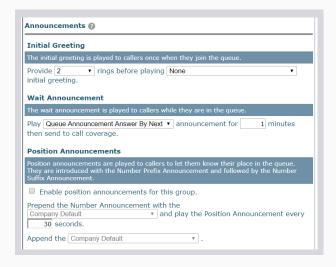
Never miss another call. With call queuing, customers will never hear a busy signal, or need to be sent to voicemail.

Relay important messages. Play messages about business hours, promotions, new products and more while the caller waits in the queue.

Maximise existing resources. Rather than hire more people just to help during a few busy hours, use call queuing to maximise the resources you currently have.

Manage everything in the VTSL Portal. Easily manage your call queue settings including changing recordings at weekends or during holidays.

No impact to your telecoms infrastructure. With VTSL's cloud call queuing, your telecoms network is not affected even with a high number of queued callers.



Select the specifications of your call queue in the VTSL Portal. Choose what callers hear when they wait, and decide if they are to be informed of their position in the queue (Position Announcements).

