

CALL QUEUE



- *Enhanced Queue Dashboard*
- *Improve Business Operations*

BENEFITS OF CALL QUEUE

If your company has a customer call center or experiences high call volume, call queuing would be a perfect option for your team. A call queue allows you to put callers in a waiting line until an agent is available to help them. While queued, callers will listen to music on hold.

ADVANCED CALL-QUEUE OPTIONS:

- Queue Intro Message
- Music/Message On Hold
- Skills Based Routing
- Expected Wait Time

