



# Queue Manager: Call Queuing in the Cloud

**Queue Manager is our fully hosted call queuing solution which minimises lost calls to maximise sales without increasing your overheads. Operating as either a standalone 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 Manager is probably the most comprehensive 'off-the-shelf' network-based product available today.**

## 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 businesses. 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.

**Minimise lost calls and maximise your sales without increasing your overheads with our Queue Manager solution. Speak to the NSL team for more information.**

## 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

## Features

- A highly cost-effective scalable solution
- Quick and easy set-up
- Customisable features for great customer service
- Bespoke or standard comfort messages
- Online management portal for real time control and analysis