



# Virtual Receptionist

**Virtual Receptionist quickly and effortlessly connects the right call with the right agent to ensure your callers enjoy a great customer service.**

**Using our online service builder, Virtual Receptionist allows you to create customised multi-level menus with personalised prompts to efficiently guide callers using keypress functionality to the right department. Multiple and customisable service builds can also be created for different times and dates, with additional options available to set up specific rules for 'special dates' such as bank holidays.**

## **The Complete Solution**

Virtual Receptionist controls the call from the point of connection, allowing callers to access departments quickly using their selected keypress options. The service combines with our comprehensive suite of call handling solutions to efficiently deliver the right call to the right agent. Pressing 1 for sales, for example, can send callers to a group of agents, whilst pressing 2 for customer service can send callers into a dedicated queue to wait for the next available customer service advisor.

## **Complete Control: Deliver Outstanding Customer Service**

To maximise agent efficiency, callers are only connected to live agents when absolutely necessary. For example, the caller may select keypress options for store opening hours or nearest store, whereupon prompts are delivered detailing all relevant information.

**Allow your customers to effortlessly connect with an agent with our Virtual Receptionist solution. Speak to the NSL team today!**

## **Key Benefits**

- Bespoke service provision through unlimited IVR menus and personalised prompts
- Options to repeat prompts or send callers back to main menus or other levels
- Link callers via their keypress to any call handling numbers or services
- Missed Call Alerts and Voicemail options
- Ensure your customers enjoy a great service
- Customisable menus and service builds
- Missed Call Alerts and Voicemail options
- Detailed reporting to establish improvement areas for training
- Disaster recovery options