TeligentIP Q-For-Me

Minimize the time your callers remain on hold with TeligentIP Q-FOR-ME. Allow your callers to keep their place in the queue without having to remain on the telephone.

What is TeligentIP Q-FOR-ME?

TeligentIP Q-FOR-ME reduces customer frustration by minimizing their time sitting on hold. Callers have the opportunity to request a call back from the next available agent, instead of waiting on the telephone. This means that customers can disconnect from the call, while being assured that they retain their place in the queue. Customer satisfaction is improved by putting the customer in control while minimizing the network costs associated with an idle call.

How does TeligentIP Q-FOR-ME work?

TeligentIP Q-FOR-ME enables your caller to request a call back when the expected wait time (EWT) exceeds a specified threshold. The application will confirm the telephone number where the caller wishes to receive a call back based on the caller ID. In the event that the caller ID is unavailable, TeligentIP Q-FOR-ME will prompt the caller to enter the number using the keypad on their phone (DTMF). A waiter holds the callers place in the queue until answered by an agent, who will be prompted to call the customer back upon answering the call.

Hosted on cloud-based platform Inference Studio, TeligentIP Q-FOR-ME is highly customizable to meet the demands of your organization's requirements.

Why TeligentIP Q-FOR-ME?

- Reduces the likelihood of call abandonment
- Minimizes the network costs associated with idle calls
- Simple to implement and maintain in real time
- Rapid deployment using the TeligentIP Studio platform

CONTACT TeligentIP TODAY TO DISCUSS HOW WE CAN MAKE VOICE AUTOMATION WORK FOR YOU.

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