

CT-Solutions Q4U Automated Callback Solution

A business' contact center has tremendous impact on the customer relationship and can ultimately shape whether they are satisfied or dissatisfied. Keeping customers waiting in lengthy call queues can adversely affect their satisfaction with the transaction and their choices in the future. Additionally, dealing with irritable customers can stress contact center representatives, affecting their performance and moral.

not require investment in a separate IVR system. CT-Solutions Callback Q4U provides businesses with yet another alternative for interacting with customers, helping alleviate long call queues, retaining calls from possible abandonment and reducing stress on both customers and call center employees.

Features

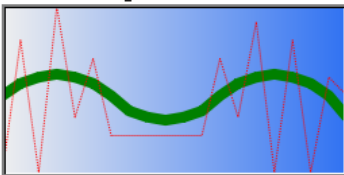
Working with both inbound calls and web visits, Callback Q4U allows customers and businesses to choose when is most convenient for a return call.

- **Timed Callbacks** offers callers the option to choose a specific time for a call back.
- **Hold-in-Queue Callbacks** retains the caller's place in queue and returns the call in the same amount of time as if they remained on hold.
- **Abandon Callbacks** creates a callback campaign of all callers to abandon while waiting in queue.
- **Web Callbacks** provides a "call me" button for a business' website to place customers in the callback queue.
- **SMS Callbacks** enables callers to send an SMS request to the call center, placing their mobile number in the callback queue.
- **Callback Scheduling** allows businesses to set a start and stop time, scheduling callbacks around expected high traffic volumes.

De-stress your agents



Make your day more predictable



Smooth out the peaks of your inbound call center traffic - move callers from the busy periods to the quiet periods.

Delight your customers



The Callback Q4U automated callback system from CT-Solutions, a Gold-level member in the Avaya DevConnect Program, allows customers to keep their place in the call queue without waiting on hold for a representative. Callback Q4U gives customers an alternative to long call queue times besides waiting on hold or hanging up, while also giving businesses the option to return calls during off-peak hours.

Callback Q4U integrates seamlessly with the Avaya NES Contact Center solution. Avaya NES Contact Center allows businesses to collaborate with customers through the method of their choice using a single interface for blending inbound/outbound voice, email, web chat, and IM interactions. Callback Q4U uses the same controls, reports and displays to manage callbacks as with all call center calls. Because it uses the built-in voice processing capability of the Avaya NES Contact Center, it does

Benefits

Callback Q4U helps businesses reduce the stress contact center customers and employees feel when dealing with large queue lines and long hold times. Other benefits can include:

- Increased service levels
- Reduced customer hold time
- Managed traffic peaks and lulls
- Reduced staffing levels
- Optimized call flow
- Increased productivity and number of contacts
- More efficient holiday coverage

System Requirements

Callback Q4U requires Avaya NES Contact Center 7.0 with CCT, and Phantom DN's on the Avaya Communication Server 1000 system.

Learn More

For more information on how Avaya Intelligent Communications can take your enterprise from where it is to where it needs to be, contact your Avaya Account Manager or a member of the Avaya Connect channel partner program, or access other collaterals by clicking on

Resource Library at www.avaya.com.

ABOUT DEVCONNECT

The Avaya DevConnect Program provides a wide range of developer resources, including access to APIs and SDKs for Avaya products, developer tools, technical support options and training materials. Registered membership is free to anyone interested in designing Avaya-compatible solutions. Enhanced Membership options offer increased levels of technical support, compliance testing, and co-marketing of innovative solutions compatible with standards-based Avaya solutions. To learn more, or register for membership, please visit www.avaya.com/devconnect.

ABOUT CT-SOLUTIONS

CT-Solutions is a global leader in contact centers, helping enable superior customer service and maximum efficiency. Its CTI solutions and services are designed to enhance the customer service experience and help contact centers manage operational services more efficiently. CT-Solutions specialize in developing custom solutions to meet its customers' unique requirements.

Headquartered in Oranmore, Galway, Ireland, CT-Solutions also has offices in Dublin, Ireland.

For more information, visit www.ct-solutions.com.

ABOUT AVAYA

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, data solutions and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness.

For more information please visit www.avaya.com.