RINGBACK

CALL QUEUE MANAGEMENT & CALL BACK SOLUTION

maximum network solutions

RingBack is our feature-rich Call Back & Call Queue Management application providing an efficient way for Contact Centres to handle inbound call peaks and call fluctuation, quickly and easily. And without increasing staff resource.

It allows you to offer callers and alternative to queuing, with the added benefit of a number of call back options, caller frustration and customer dissatisfaction is removed.

And for those callers who want to wait on hold, RingBack also offers Queue Positon & Estimated Wait Time choices.

INFORM & EMPOWER CALLERS WITH CHOICE

To make the decision, callers need to know whether it's worth waiting or to request a call back.

With RingBack you have the choice of informing callers of their position in the queue, or giving them an estimation of how long they'll need to wait before connecting with an Agent.

RingBack gives contact centres the ability to manage resource more efficiently improving Agent productivity and increasing profits for the business.

Hold time and abandoned call rates are reduced, improving Customer Service levels and increasing efficiency and the economics of inbound lines and channels.

BALANCE CALL SPIKES & WORK LOADS

Giving calls information and choice enables Contact Centres to retain customers that may otherwise have gone elsewhere.

Through effective management and scheduling, Contact Centres can decrease call spikes during peak hours by offering call backs during quieter periods, thereby distributing call volumes and workloads evenly throughout the day, eliminating the need for "ramping up" staff levels.

CALL-BACK TIME-SLOT SCHEDULER

RingBack's Scheduling feature enables you to offer callers the option of being called back as soon as an Agent is free, or when it's convenient to them, and you.

You can limit the number of call-back requests taken between certain times to ensure workload is balanced evenly for better Agent productivity.

You can make changes to the schedule and call back timeslots without any system downtime, making it easy to handle unexpected spikes.

KEY FEATURES

- Queue Position
- Estimated Wait-Time
- Scheduler for Call-Back Time Slots
- AutoDial Back
- Localisation (TIme Zone)
- Request Reject
- Hot Key Transfer
- Full, Customised Reporting (MI)

REQUEST A DEMO. DISCOVER MORE.

We've a full brochure detailing all RingBack's features, functionalities, and how it works.

To get a copy, or to see it in action, call us on 0333 566 0000 or email maxine@maxnet.co.uk.

Alternatively, you can chat to us on a Live Chat via our website www.maxnet.co.uk

ABOUT US

We're Maximum Network Solutions. We've been designing and developing Contact Centre Software, Customer Engagement & Customer Experience (CX) Solutions for businesses around the World for over 25 years.

Technology that makes life easier for your Agents and customers. Solutions that make servicing customers better on your pocket across all channels and media.

Established in 1995, and with our Head Office in the UK, we deploy our solutions around the World with a local approach, a personal touch. And we support our global clients in exactly the same way, 24 hours a day, 7 days a week.

We've helped world-renowned clients across a wide range of industry sectors from banking, insurance and financial services, to travel, leisure and tourism, through retail, security, automotive, construction and logistics.

We work with and have developed solutions for IT and Technology companies
including Avaya, Cisc, Mitel and Capita.

Vendor Agnostic, our CX applications and solutions are designed to wrap around leading digital experience and communication platforms, and telephony systems - in the Cloud and on-premise.

CONNECT WITH US

By phone: 0333 566 0000

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NEVER HEARD OF US?

With over 20 years experience in the industry, we've helped some very well-known clients across a whole range of sectors.

World renowned businesses like Marriott International, TNT, Fedex, XPO Logistics, Citigroup, Verifone and G4S.

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