



Vuesion® QX

Cloud, CCaaS, Hybrid Inbound & Outbound Contact Center

## CALL ME BACK – PLEASE

If there is one feature that is often missing or overlooked in a contact center, it is the callback request feature. According to Forrester, 75 percent of customers think the option of a callback is “highly appealing.” In today’s busy society, it makes sense. But callback doesn’t just improve customer satisfaction; 32 percent of contact centers experienced fewer abandoned calls after call backs were added.

However, before you invest in a callback system, make sure to do your homework. Not all callback features work the same across different manufacturers. Some will simply take the caller’s information and create a list that the agents must use to return the call. The Call Back Queuing is often referred to as Virtual Hold or Callback Assist.

Vuesion’s callback queuing feature provides the best functionality for the caller and the contact center agents by presenting the callback request to the next available agent and keeping the caller “virtually queued,” so even though the customer hung up the phone, she doesn’t lose her position in the queue. Additionally, the call back is still routed using skills sets, and Vuesion will track the callback requests in its reporting system for administrators and supervisors to analyze.

The Vuesion Call Back Queuing application can be bundled into an existing Vuesion existing contact center suite, or sold as a standalone system. Lastly, the callback program is offered through a system-wide, one-time application license, not per user, making it a great way to enhance and bring more value to a sale.

The ROI produced by this feature are measured in terms of reduced abandonment rates, savings in toll calls, savings in trunking and smoothing the peak demands in the call center while maintaining desired service levels.

To learn more, please visit [www.bbxtech.com](http://www.bbxtech.com).

### Vuesion QX Callback Number Queuing / Virtual Hold

