

# Queue Management

## Managing the Inbound Queue



## Overview

Varolii Queue Management uses proactive outbound communications to maximize your call center, keeping agents efficient and your customers satisfied.

## Benefits

- **Deflects Inbound Calls** – Varolii Queue Management enables and encourages customers to self-serve before going into the queue. With Dynamic Menu Options, you can also limit the volume of inbound calls and determine which customers receive inbound transfer options, while providing high-touch interaction with select customer groups (high-risk, VIP, etc.).
- **Makes Service More Convenient** – With the Announce Hold Time feature, you give customers visibility into wait times and provide them options to self-serve or request an agent call back.
- **Reduces Agent Overload** – With Self-Learning Contact Pacing, you can automatically adjust the rate of outbound calls based on agent availability.
- **Integrates with Existing IT Investments** – Because the solution syncs with existing call center applications, IT involvement is kept at a minimum.

Varolii Queue Management is your solution to a fully optimized contact center. It includes a full suite of capabilities specifically designed to dynamically adapt inbound and outbound call volume to agent availability, keeping agents focused on high priority customers. It also lets you improve the customer experience by giving everyone the service they need — when they need it.

## Key Features of Queue Management

### Announce Hold Times

Customers are automatically given projected hold times based on agent availability. They have the option to wait for an agent, self-serve, or request an agent call back.

**The Benefit:** Announcing hold time increases self-service, sets good expectations and reduces the amount of abandoned calls.

### Dynamic Menu Options

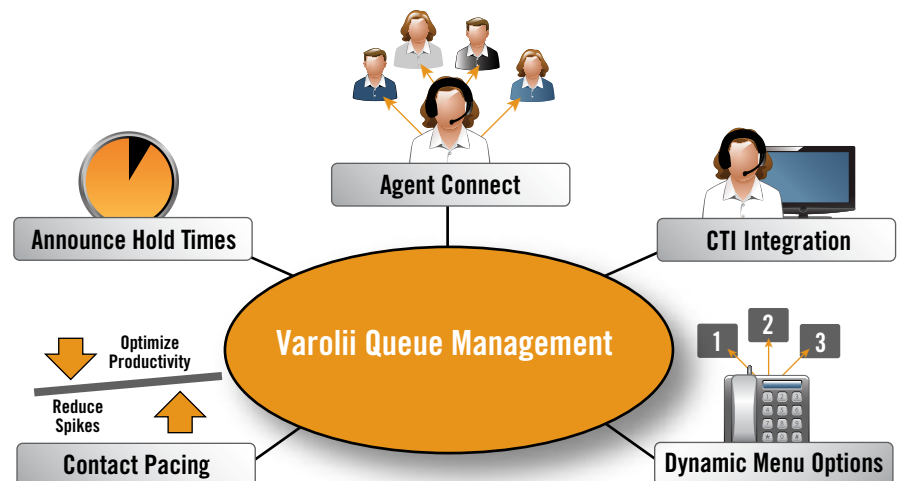
Dynamic Menu Options allows you to treat high-touch and high-risk customers, or those who abandon, with personalized care. You can deflect inbound calls and dynamically offer transfer-to-agent options for certain customer segments, such as delinquent, VIP, gold member, etc., based on hold time.

**The Benefit:** Customers receive high-touch care and abandoned customers are minimized. Call centers are also fully optimized because they can dynamically reduce, eliminate (or increase) agent transfers based on call center availability.

### Self-Learning Contact Pacing

Contact pacing lets you dynamically determine the rate of Varolii's automated outbound calling based on agent availability and hold time.

**The Benefit:** Agents stay efficient and don't get buried under long inbound queues as a result of outbound calling. Sudden spikes in call volume are also minimized.



Varolii Queue Management provides a full suite of features designed to maximize call center efficiency and improve customer service.

### CTI Integration

With CTI, agents are given comprehensive pre-call customer data directly over their desk tops (screen pop), enabling them to prepare well before engaging with the customer and resolve calls faster. In addition to real-time integration with your workforce management systems, CTI includes integration with your telephony/ACDs, so Varolii can adjust outbound call volumes to match agent availability.

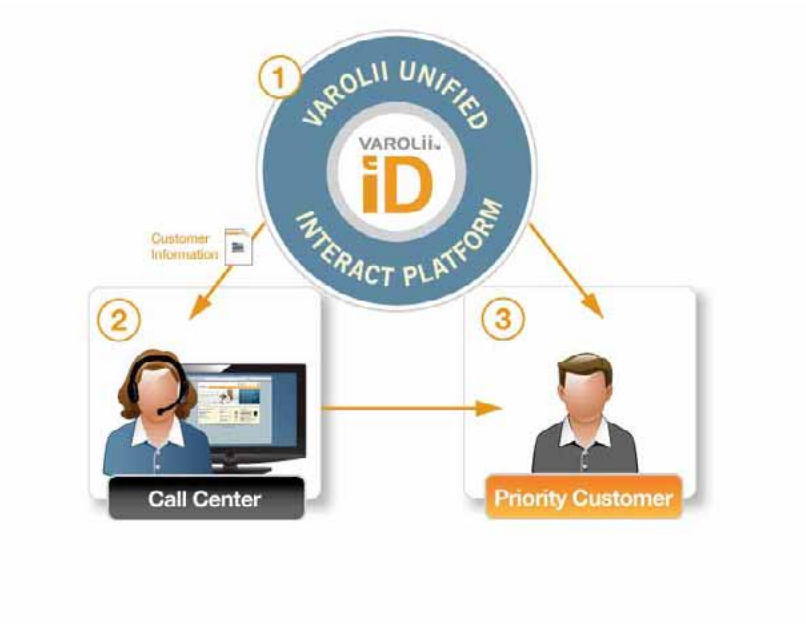
**The Benefit:** Agents are better prepared to serve customers with advanced information. This speeds up the customer resolution process, enabling agents to make more calls and it improves the customer experience.

### Agent Connect

Reaching more customers while keeping the customers you already have well serviced and loyal is a tricky balance. Agent Connect lets you do just that: increase your outreach and meet targeted service levels for your inbound call volumes.

#### The Benefits:

- Reach more customers while maintaining service levels
- Offer personal treatment for high-priority customers (gold member, VIP, high-risk, etc.)
- Increase customer interaction rates and capture abandons
- Distribute calls to agents anywhere based on geographic location and skill set
- Avoid the burden of managing multiple call lists



**Varolii Agent Connect lets you offer personal treatment for high-priority customers**



#### About Varolii

Varolii provides on-demand communication software and services that enable organizations to more effectively reach and interact with their customers and employees, getting the best result from every interaction. [www.Varolii.com](http://www.Varolii.com)

**Contact Us**  
800.206.2979 or  
[info@Varolii.com](mailto:info@Varolii.com)