

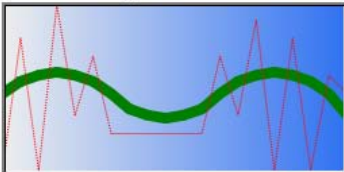
CT-Solutions Q4U Automated Callback Solution

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.

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, 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.

This results in increased satisfaction for customers and reduced operating costs for the call centre. Everyone benefits from Q4U: the *customer* who no longer waits on hold, the *agent* who doesn't have to deal with an irate customer, and the *call centre* which realizes significant cost savings while improving service levels and increasing customer satisfaction.

For Contact Centres who are conscious of the costs of their freephone service, Q4U offers an alternative with an immediate option for your mobile callers to a callback thus using the cheaper fixed line outbound rate. Callback Q4U uses the same controls, reports and displays to manage callbacks as with all call center calls.

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.

**Efficiency
Leader**
Pop any CRM
(see overleaf)

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

A guarantee for Business Success

Increase customer focus to build retention and improve profits

Improve employee morale with more flexible work environment



Offer friendlier and faster service to improve the customer experience

Integrate applications and technology to maximise operational effectiveness

Do more with fewer resources

System Requirements

Avaya (since Nortel CC 5)

- Call script with HDX
- CCT control of Q4U ports

Cisco Enterprise and CCX Premium

- Database script or Application Gateway
- Cisco TAPI control of Q4U ports

Genesys

- Composer application with database access
- Avaya CCT control of Q4U ports

Screen pop - for ANY CRM

- Key differentiator for Q4U Callbacks.
- For ANY CRM
 - Screen Pop Platform
 - Hooks for all known integrations.
 - Including in-house developed CRM

SIEBEL

PeopleSoft

SAP

salesforce

Microsoft Dynamics CRM

In-house developed CRM

CITRIX

IBM

Microsoft Windows Terminal Services

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, with a European network of distribution partners.

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

AVAYA

CISCO

Genesys