



eQueue™ IVR

eQueue IVR offers numerous features designed to improve the customer "on-hold experience" such as unlimited voice announcements, customized greetings, variable delay messages, and interactive, multi-level menu selections. Also, advanced scripting allows thousands of customized voice files to be selected and combined so callers hear promotional, call status, and informational updates.

eQueue IVR allows for audible presentation of real-time ACD statistics, including estimated wait time, number of calls waiting, and number of available agents. Additionally, the design and integration between eQueue IVR and eQueue ACD support advanced features beyond messaging and menu selections. For instance, advanced scripting enables escalated paging notification that can be triggered by switch-related alarms, ACD call conditions or touch-tone input from callers or external automated devices.

eQueue IVR Features

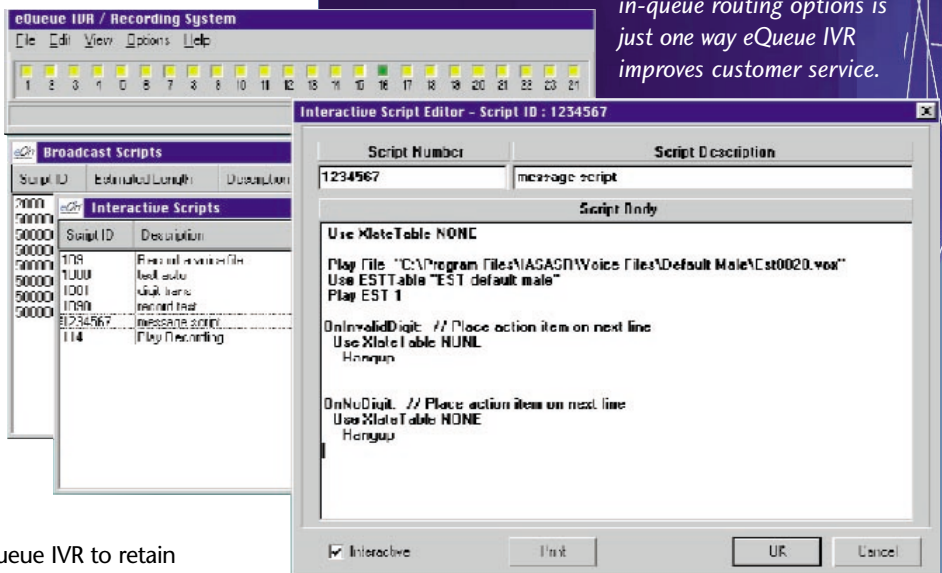
Custom Messaging – enables the eQueue IVR to retain thousands of customized delay, interactive, promotional, holiday and after-hours messages.

Advanced Scripting – provides unlimited sub-menu capabilities, determines which voice files the caller will hear and which default actions will be performed based on touch-tone input.

Real-Time ACD Statistics – provide callers with real-time information about their initial position in queue and their expected wait time.

Modes of Operation – include Broadcast and Interactive modes. In Broadcast mode, a single message port can be played to hundreds of callers at the same time, or multiple

Using Interactive Messages to provide customers with in-queue routing options is just one way eQueue IVR improves customer service.



ports can be synchronized to ensure quick response for broadcast messages of long duration. In Interactive mode, callers have the option of choosing specific information or options based on a customized interactive menu. This mode also allows customers to direct their call to the information they want, while remaining in their original queue position.

Whisper Announce – speaks the call type to the agent just prior to delivery of the call. This enables agents to prepare well-informed, specific responses to the caller.

Automated Paging – can automatically page managers and supervisors to alert them of changing conditions within the contact center.

Call Back – gives the caller the option of being intelligently called back upon request or remaining on hold. Callers respond to a scripted message that prompts them to leave their call back information by touch-tone input or by voice mail message.

Web Callback – allows the eQueue to interact with a company's web site to intelligently call a customer back upon his request. By submitting a call back request form via the web site, the customer is called back either at the time he specifies on the form or when an agent becomes available.

Key eQueue IVR Benefits

Flexibility and Customization – eQueue IVR can be configured to create custom scripts of virtually unlimited complexity and combinations, with no limits on the number or depth of menus.

Scalable – eQueue IVR offers expansion from 24 to 48 ports. The basic 24-port eQueue IVR supports 10,000 voice files and 10,000 scripts with approximately 1,500 hours of local voice file storage.

Customer Satisfaction – Using eQueue IVR, customers are less likely to abandon the call because they know their expected wait time and can obtain the information they need, all while remaining in queue for the next available qualified agent.

ID	Enabled	DialNumber	Action	Data	Delay
3	False	913037133000	0	10010	
4	True	913037133000	0	10001	
5	True	91800955321	0	10001	

Comprehensive – Tight integration between eQueue IVR and eQueue ACD provides the combination of traditional ACD functionality, such as real-time ACD statistics and whisper announce, along with custom messaging and multi-level menuing to ensure a complete, comprehensive product offering.

Cost-effective – eQueue IVR provides a cost-effective state-of-the-art technology solution for contact centers of all sizes, giving eQueue contact centers a price advantage.

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Features and specifications subject to change without notice
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eOnTM
communications

4105 Royal Drive NW
Kennesaw, GA 30144
800-955-5321