



Queue Management

Real time views across your network call queues

Today's customers don't want to be left in a queue. Waiting for an agent or company response to a call is a fact of modern life; however, putting the systems in place to facilitate careful and responsive management of queues can ensure that numbers of abandoned calls and disgruntled customers can be kept to a bare minimum.

Syntec delivers the network based queue management capabilities demanded by modern businesses and call centre operations – large and small. Importantly, a network based queue management solution delivers significant cost benefits over pbx capabilities, as no additional lines or ISDN channels are required. Queue capability is also instantly scalable.

By focusing on the practical needs of your business, Syntec's queue management is reliable and flexible. Queue settings can be configured to your requirements for length of time in queue and number of callers in a queue, before triggering an alternative routing option (divert, voicemail etc.) Our highly resilient operational systems are integrated with an online interface, which enables us to provide managers with the real time queue information they need on a day-to-day basis. We also ensure you have access to up-to-date information regarding caller traffic volumes and queue activity via real time screen views.

Queue view flexibility

Syntec can show single queue views as well as multiple call queues (including across multiple sites) as separate or a consolidated view across the network. Users have complete control over their queue views including flexibility of fields shown (for clients also using our Agent System, queue and agent data views can shown in the same display). It is also possible to change the appearance of specific fields as they reach set limits – for example to instantly highlight in red when there are over a certain number of callers waiting in a queue at a particular point.

Real time queue view

Timely information is crucial for effective queue management and optimum responsiveness. Syntec's queue viewing facility delivers real time data on screen via the web. As well as providing managers with a reliable insight into actual queue activity, Syntec's real time queue data can also be reformatted to display on a plasma screen for the call centre team. The look and feel of the queue view can even be adapted to include company logos or branding.

Manage volume increases easily

Syntec's queue management system is easily configured to re-route a caller when a pre-set queue limit is reached. This can result in an announcement or an automatic re-routing of calls to alternative call centre operations or a voicemail facility as required.

Cost-effective queue viewing

The combination of per seat rental pricing options for queue viewing; an easy to use web interface; and a highly resilient telecommunications network enables Syntec to deliver a practical and reliable queue management solution for any size of business. Our pricing structure is entirely geared to fit the needs of your business – which is why we don't make any charge for holding the queue itself on our network, only for the queue view capability.

All Queues		Agents			
callswaiting : 1		Name	Group	Status	Time
calls in progress : 33		Disha Kaushik		Available	11:28
calls today : 1056		Deeptha De Souza		Lunch	20:28
Av Duration : 280		Rohini Pooja		Lunch	20:23
Av Hold : 33		Martin Pakalpati		Available	26:21
Av Abandon : 16		Lindsay Du Plooy		Booking	08:29
Abandoned : 20		Deborah Holloway		Available	16:40
		Agent Status			
		Available : 3			
		Logged In : 6			



Key features at a glance

Real time information across single or multiple queues
Flexibility to customise queue information views
Option to brand queue data displays
Highlight queue data when numbers exceed set limits
Automatically trigger re-routing when volumes are high

Technical specification

- Browser requirements - IE 5.5+ or Firefox 1.5+
- DDIs per queue - unlimited
- Queue limits - max callers in queue, max time in queue
- action on breach of limit - configurable
- Queue position announcements
- Time switches
- Marketing messages
- Delivery throttle (limit rate calls are delivered to your call centre)
- Music on hold - configurable
- Queue view - live display in web browser using Comet technology

If you want to discuss your queue management requirements or request a live demo, simply call our sales team on 0800 091 8003. We're always happy to help.

The Syntec range of fully supported telecoms services also includes the following:

Call control

An all encompassing management system for inbound calls

Call recording

Capture and store inbound and outbound calls on a minimum cost basis

Agent system

Live monitoring of home workers with maximum flexibility

Queue management

A flexible platform for the comprehensive control of call queues

Real-time reporting

Accurate and accessible management information and statistics

Easy integration

A holistic view across previously unconnected telecoms systems

In-call surveys

Capture customer feedback and respond quickly

About Syntec

Syntec UK Ltd is an independent provider of network and telecommunications services for businesses, government, service providers and resellers. Established in 1998, we operate our own switches and transmission equipment via a highly resilient high capacity network. Syntec supports clients across the UK, North America and Europe.