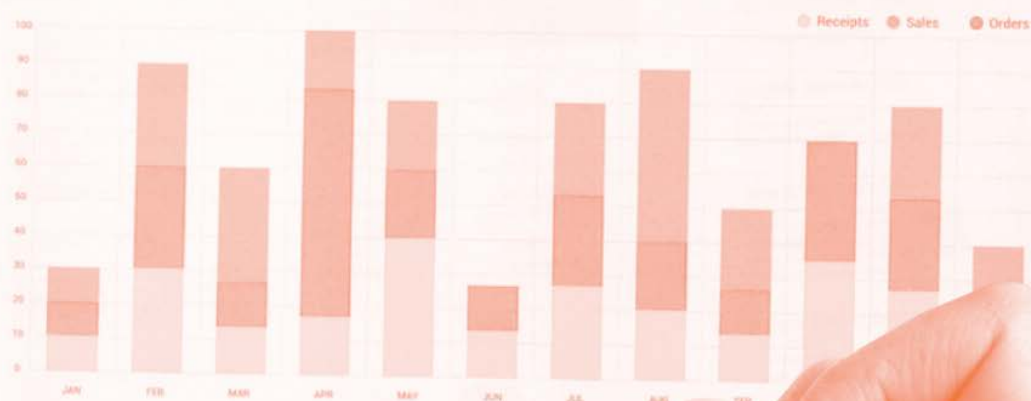


Our company

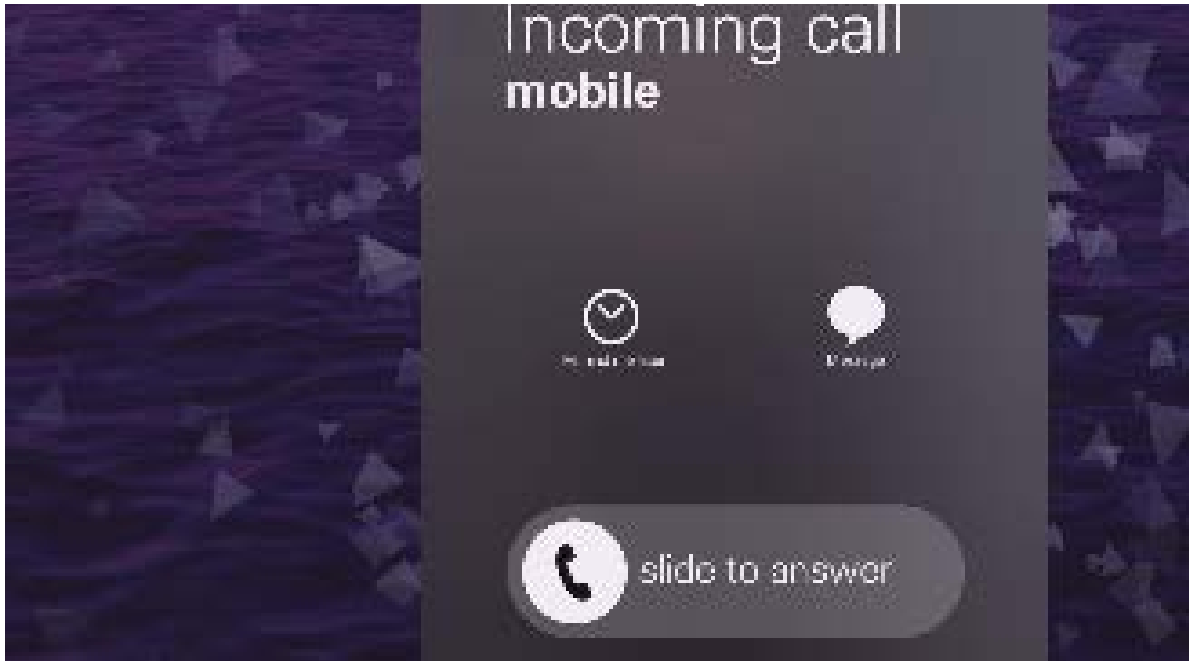


Business items



NT neotel

Incoming call statistics dossier



Incoming call statistics video

Incoming call statistics

The incoming call statistics module of Neotel allows you to have an exhaustive control of the calls that you receive in your Call Center. This system creates waiting queues informing the client in which position is to get in contact with an Agent. In this way the user will know that there are operators working behind the line and will soon be attended.

For its part, the Agent will have information, both in real time and in a log of the calls that have been or have not been answered. As well as graphic representations of the data that are generated.

As for the Call Center coordinator, this module provides information about the average duration of calls per queue, also of the time slots in which there is more workload, in addition to showing the average time the client is waiting, the conversation times of each Agent, as well as offers you the possibility to search the queues with different filters and listen to the recordings made and download them if you wish.

In this way you can evaluate whether the available ways for telephone service are adequate or if you have to make changes, having tools to decide efficient hours for your employees, avoiding long waits for customers or having idle employees in low workload hours.

Improve communication with your customer thanks to this module.



Call Statistics



AT NO
ADDITIONAL COST

The statistics module:



It informs the client of the position where he is at the queue, to be contacted by an Agent.

Gets information in real time.



History of calls that have been answered or not.

Graphical representations of the data.

Module Coordinator of your call center.



Average duration of calls per queue.



Time slots in which there is more work volume.



Searches by queues filters.



You can listen to the recordings of the calls and download them.

Set efficient schedules for your employees.
Avoid long waits for your customers.



Control for your business.

www.neotel2000.com
900 696 707
Spain: +34 952 64 10 34
info@neotel2000.com