8x8

8x8 Virtual Contact Centre Virtual Queue

A Better Way to Wait on Hold

Have you ever wondered what it would be like to be in two places at once? With 8x8's Virtual Queue, your callers can do just that.

Virtual Queue gives your customers the option to stop waiting on hold, identify themselves and get an automatic callback when an agent becomes available. So your customers stay in a virtual line—and can go about their business.

8x8 Virtual Queue Helps You:

- **Increase customer satisfaction**—Customers get quick solutions to any problem without waiting on hold—what more can a customer ask for?

- **Become easier to do business with**—When agents are armed with the right information before contact is made, first call resolution goes up and call durations go down.

- **Build customer loyalty**—Differentiate your brand by enhancing your customer's experience.

Key Features

- **Configurable queue length**—Once the queue reaches a pre-determined length, callers are offered the virtual queue option.

- **Opt out of queue**—Customers are offered a chance to opt out of the queue and select a callback after a certain amount of time *without losing their place in line*.

- **Callback with 'screen pop'**—Once it's the customer's turn to be called, the agent gets a screen pop with all of the relevant information, and the customer is called as soon as the agent is fully prepared

Easier Customer Experience

- **Shorter wait times**—With Virtual Queue, long hold times are eliminated, and abandoned calls are reduced. The result is an improved average speed-of-answer and happier customers.

- **Increase agent effectiveness**—Agents can review CRM records before calling the customer and gather any needed information. Then they are fully prepared to solve the customer's problem quickly.

- **Better prepared agents**—Agents get a 'screen pop' with historical information and the nature of the current call. This helps avoid irritating customers by making them re-explain their issues.

- **Regulatory relief**—For regulated industries, time spent in the virtual queue is typically not counted against hold time and average answering speed measurements. Changing these metrics allows companies to reduce staffing levels at peak call times, providing significant cost savings.

Caller hold time is 15 minutes	
Virtual Queue	**Standard Queue**
Be called back in 15 minutes	Wait on hold for 15 minutes
Customer is free to do other things while waiting for call back	Customer waits...
In 15 minutes, agent calls back customer	After 15 minutes on hold, agent connects with customer

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