Video

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Table of Contents

Creating a queue

Smart and advanced queue management.

With Queue Manager Enterprise you can easily program when the queue must open and close, during the ordinary week or extraordinary dates/holidays through an easy interface, where you can also test what will happen on a specific date.

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Run a Report

If you can't measure it, you can't improve it.

Measuring performance has never been simpler: pre-configured reports let you analyze volumes per queue, hold times, distribution per result (dropped, outside business hours, served, etc.), average call management times, distribution of calls per operator, and much more. You can also schedule reports to receive them regularly directly in your e-mail.