Virtual Phone Q - let your customers avoid long phone queues

Virtual Phone Q gives your customers the choice to allow a bot to hold their place in the phone queue and instead stay backed at a predetermined time.

Alleviate support or reception
Virtual Phone Q gives your customers better phone service while alleviating your support or reception when there is a high number of incoming calls. Due to the fact that the caller is able to leave their phone number, the caller will not be stuck in a telephone queue until one of your agents are available. Your agents also get a calmer work environment as Virtual Phone Q minimize calling phones in the background. Choose between manual or automatic callback.

The customer can choose the callback time
When the customer has left their phone number, a time is read when the call is scheduled. The time is calculated according to the number of agents you have available and how many calls you have in queue. Should the specified time not fit, the customer can choose to postpone the callback. Then suggestions are made for the next available time. If you have automatic callbacks and the customer misses the call, the system dials up to ten times in succession at a certain interval, then the case is removed by the system.

Easy to use
Virtual Phone Q has a user-friendly and logical interface that you can find on a webpage where agents can handle and comment on cases. There they can also create cases and callbacks if needed. The agent is notified when a new callback has been booked. You can also receive notifications via email if desired.

Integrated with CRM system
The service is integrated with the most common CRM systems (Upsales, Salesforce, Lime, Zendesk, Freshdesk and Hubspot), which allows you to get more information when a current customer call. For those who do not have an integrated CRM system, the service can also display information from Hitta.se. This allows an agent to choose matters that suit his or her knowledge best.