



OPTIMISE STAFF. SATISFY CUSTOMERS.

Q4 ME - CALL SPIKE? WE'LL CALL BACK

Call peaks. Depending on your industry almost anything can cause them. From freak weather conditions to an advertising campaign. You know they will happen, so how do you staff? Q4 Me can help.

Only 45% of British callers are willing to keep calm and wait for more than a minute for their call to be answered. Recent reports have shown that tolerance for waiting is reducing and it is cited as the top reason that customers will take their business elsewhere.

Q4 Me is the intelligent way to meet the challenge of call peaks. Its patented capabilities enable you to optimise both customer satisfaction and staffing, supporting and enhancing your business and your brand.



BENEFITS:

- Improve customer satisfaction – 9/10 callers would recommend Q4 Me
- Increase sales conversion – reduce lost opportunities by up to a quarter
- Optimise staffing levels for the day
- Up to 25% reduction in freephone call charges at busy times
- Shorter call duration (frustrated customers soak up time)
- Flexible implementation models - on-premise or hosted

1 IN 3 PEOPLE KEPT ON HOLD WILL NEVER CALL BACK

INTELLIGENT QUEUEING

Q4 Me is our patented in queue call back solution that lets you strike the right balance between staffing levels and customer satisfaction. It intelligently monitors queuing times and, based on Service Level Agreements (SLAs) you set, offers callers the option of being called back at a time, and on a number, which suits them.

The result? You don't lose a customer's call. You meet your SLAs and you optimise the number of agents you need at any given time. Plus, if you're using a freephone number, call charges are reduced.

From the customer's perspective it's more convenient and eliminates the frustration of sitting in a queue waiting to be answered. You offer a premium service to customers which provides a powerful differentiator.

95% of people believe they should connect to an agent within two minutes

HOW IT WORKS

Q4 Me is a interactive voice response (IVR) application that seamlessly integrates with your existing contact centre system and monitors the inbound queues. When a call reaches the threshold you have set, the caller is offered a call-back, including an expected call-back time.

Now comes the clever part: Q4 Me's patented technology manages the call backs end to end, including re-tries, dynamically allocating resources to the right customers at the right time.

Unlike other call back solutions, Q4 Me neatly manages the inevitable dynamic decreases and increases in queue times if higher priority calls arrive, and ensures you consistently meet promised callback times.

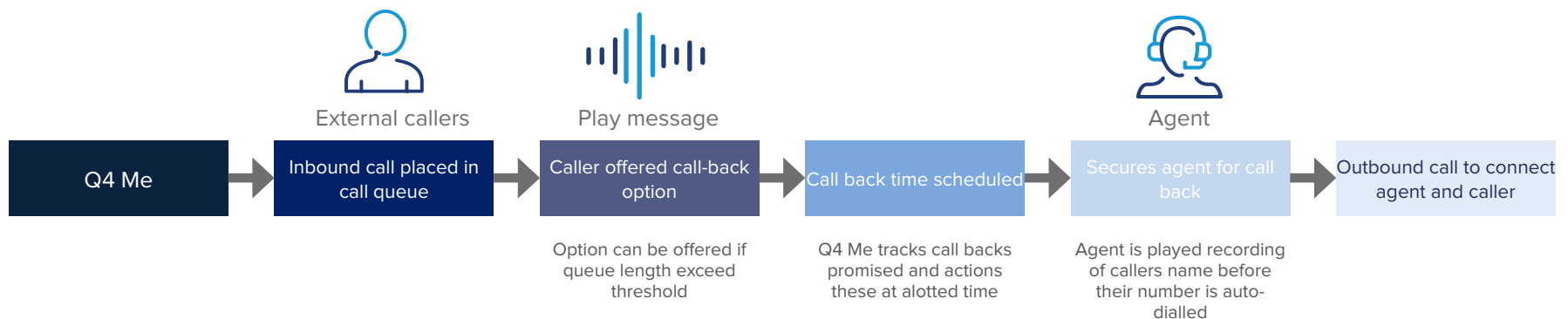
TAILORED TO YOUR NEEDS

Every call centre operation is different and most need the ability to make changes as new campaigns, skills or queues are introduced. IPI have designed Q4 Me to be flexible and easy to manage. Using the intuitive web administration portal, you can quickly design and maintain your own queue plan with minimal fuss.

Compliance and corporate messaging announcements can be played to the caller as part of the Q4 Me process. The solution also offers rich reporting in a variety of standard formats which can be exported. Detailing every interaction and outcome which has passed through Q4 Me.

In addition, the solution can be offered either as an on-premise application or as a hosted deployment that provides reliable, flexible and scalable on-demand services.

THE Q4 ME CALL FLOW PROCESS



DYNAMIC AND CONSISTENT

CONTACT OUR APPLICATIONS TEAM

Every one of our applications is designed around your needs. Be it a notification system for when a call is close to collapse, a self-service function that increases security and reduces hassle or innovative analytics for informed change.

We create packaged applications that are quick and easy to deploy, delivering immediate benefits to your business.



Scalable

On-demand services



Intelligent

Meet call peaks



Quality

High standard of customer service



Optimise

Staffing levels

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