SWYX
VISUALGROUPS

Don't let your customers wait! Maximize accessibility with VisualGroups

With the VisualGroups option you can add efficient queue management to your Swyx solution. Incoming telephone calls can be reliably answered by selected groups of employees so that waiting times for your customers can be reduced to a minimum.

Seamless integration

VisualGroups is a software option that is easy to install and up and running in minutes to maximize business accessibility. On the user side, the queue management integrates seamlessly into the SwyxIt! desktop application. This means that no additional applications need to be installed and no separate applications need to be opened for operation. Operation is carried out conveniently via the known SwyxIt! user interface.

Easy to use

When dealing with the daily telephone traffic, it is of course desirable that every incoming call is either answered directly or forwarded to another person immediately by an employee. However, in peak periods or in the event of Swyx Windows desktop client bottlenecks, it is often not always possible to answer or process the call directly. VisualGroups supports you here by always reliably answering calls.

Contact that works wonders

enreach

Improve customer service

All callers in the queue are clearly displayed on the user interface. The delivery of the calls is either made auto-matically based on the respective waiting time or each group member can decide individually which call is ans-wered. The name of the caller in the queue can also be used for this purpose, e.g. for VIPs or customers who expect premium services.

Call acceptance can also be controlled even if a de-fined waiting time is exceeded. To do this, you define a special phone number to which callers are forwarded after the waiting time has elapsed. Decide for yourself whether the caller is answered personally, diverted to a mobile phone or receives a special greeting with the possibility of a voicemail to be called back.

Everything at a glance

VisualGroups built-in statistics provide you with a dashboard that gives you a quick overview of all queues at any time:

- Display of personal statistics and performance of the entire group
- Number of received calls
- Missed calls
- Average call duration
- Average waiting time of callers
- Available group members
- Service-Level

In addition to the dashboard, you can email detailed service reports in PDF format at flexible intervals. These are particularly suitable for analyzing and opti-mizing the quality of service and accessibility in custo-mer service. With the included Wallboard funtionality you are able to visualise all relevant key performance indicators for your service quality at a glance.

System requirements

- Swyxlt! Desktop application, available for Microsoft Windows operating systems
- Available in the following languages: German, English, Dutch, French, Italian

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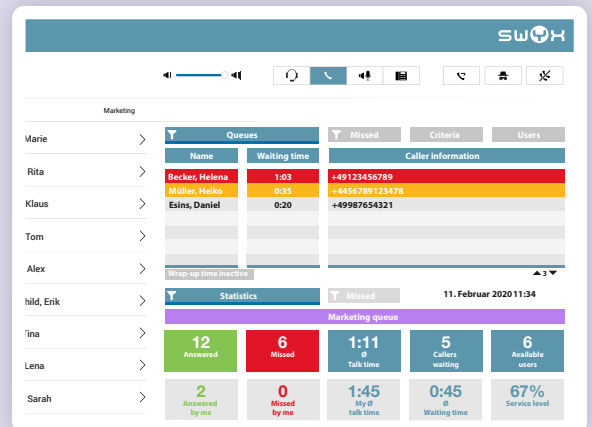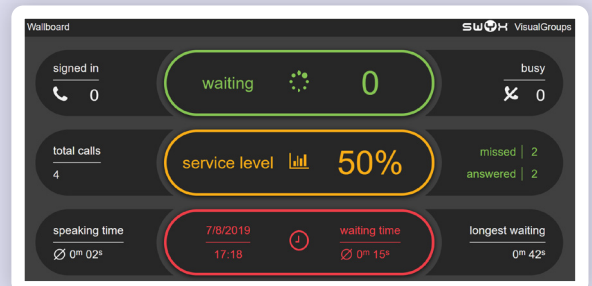
HIGHLIGHTS

- ⊘ Queue management with intelligent call distribution

- ⊘ Skill-based routing according to individual criteria

- ⊘ Wallboard with real-time quality of service

- ⊘ Extensive reporting functions with Swyx Analytics

- ⊘ Directly see who is calling: call number resolution from LDAP contact server

- ⊘ Individual announcements and queue music

- ⊘ Call categorization