



**OPAL**<sup>®</sup>  
TELECOM

## OPAL QUEUE MANAGER

THE ULTIMATE IN NETWORK BASED CALL QUEUE CONTROL



You know the problem. Your operators are working at maximum efficiency, yet inbound peaks often exceed your ability to answer all calls...

With simple economics dictating that lost calls mean lost revenue, you need an intelligent queue manager; an effective system that will answer calls, provide tailored 'waiting' messages and inform customers of their rising position in the call queue. That system is Opal Queue Manager.

## THE ULTIMATE IN CALL QUEUE CONTROL

Ideal for any call centre or telemarketing environment that experiences inbound 'peaks', Opal Queue Manager automatically answers inbound calls, holds them in the Opal network and regularly informs the caller of their position in the call queue.

An inbuilt call counting facility allows you to control the number of calls directed to up to two terminating numbers, when maximum queue size is reached. And services are configured using a web-based interface with a special administration line allowing you to record your own prompts.

Opal Queue Manager also includes a "queue jump" feature permitting you to offer a priority service for special customers. And whilst the system is designed for stand-alone operation, it can also be incorporated into any bespoke IVR situation.

# OPAL QUEUE MANAGER

## KEY SERVICE BENEFITS

Opal Queue Manager offers:

- \* Fast service set-up with no bespoke IVR coding
- \* Re-recordable customer service prompts
- \* Bespoke on-hold music/messages
- \* Acceptance of multiple non-geographic numbers
- \* Optional secondary out-dial destination
- \* True queuing service (last waits longest)
- \* Up to 2 destination numbers per queue
- \* Queue Jump facility for special customers
- \* Maximum queue length, waiting time & connected calls options
- \* Optional "position in queue" messaging
- \* Multiple queue capability
- \* Inbound service statistics via Opal Call Care
- \* No capital outlay
- \* Network based call queuing service – no CPE
- \* Customer configurable queue controls

## SERVICE CONFIGURATION

Opal Queue Manager offers the following options:

- \* Up to 2 out-dial numbers to try when a call reaches the top of the queue
- \* Time in seconds to ring the out-dial number
- \* Number of call attempts to make when on-hold
- \* Time interval between playing hold messages

## QUEUE CONFIGURATION

Opal Call Manager also provides total control over the set up of the queue, with the following options available:

- \* Maximum queue limit
- \* Maximum time a call can remain in the queue
- \* Maximum number of simultaneous calls that can out-dial

## SERVICE ANNOUNCEMENTS

A special, security protected administration line allows you to configure all customer prompts and messages, with all changes occurring within 2 minutes.

Prompt options are as follows:

- \* On-hold message or standard on-hold music
- \* Welcome message to be played before the call is queued
- \* Busy message to be played if the queue is full
- \* Current "position in queue" message
- \* 5 other message options while caller is queued

## SERVICE STATISTICS

Both dial-up and on-line access to the Opal Call Care reporting system allows you to see exactly how many calls your service is receiving hour-by-hour and permits you to change your service configuration and call delivery at will.

## NUMBER RANGES

Opal Queue Manager can be used with most services running on most Opal non-geographic number ranges (0800; 0845; 0870 etc) with exception of Premium Rate and Personal Numbering (07000) ranges. Multiple numbers from different number ranges can also be connected to this service.

DISCOVER HOW OPAL CAN TRANSFORM YOUR BUSINESS, CALL 0800 083 8000

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