

CC Announcer

Queue Wait Time
Announcements



))) Ptel is a professional corporation dedicated to helping businesses turn telecommunications expenses into **sound investments.**)))

Overview

Tell your callers how long they can expect to wait for an available agent and they will be more satisfied. Call Centers can reduce abandonment's and increase customer satisfaction through effective, informative wait time announcements.

CC Announcer is an intelligent solution that uses real-time call center conditions to announce expected wait times for an agent to callers holding in queue. It can play a first announcement, or a first and a second announcement, from up to 200 different announcements.

CC Announcer is an affordable, flexible solution that allows your callers to decide whether to hold or call back at a later time. As organizations strive to provide better service to their customers, wait time announcements are another means to achieve this.

CC Announcer Base System

CC Announcer is a server-based system featuring:

- Pentium Tower PC
- UNIX Operating System
- (1) Announcement Channel
- (1) Message Access Channel (MAC)
- Modem (for remote diagnostics)
- Uninterruptible Power Supply (UPS)

Benefits

- Reduce Call Abandonment's
- Increase Customer Satisfaction
- Reduce Inbound Toll Charges
- Improve Customer Service



Improve customer satisfaction and agent productivity by letting your callers know their wait time.

Features

- Expected Wait Time Announcements Based on Real-Time Call Center Conditions
- 1 to 48 Announcement Channels
- Message Access Channel (MAC) to Record Announcements
- Virtually Unlimited Storage Capacity
- Wait Time Announcements Specific to One Queue
- Default Announcement for Off-Line Conditions
- Override Announcements for Special Events, Promotions and Conditions
- Announcements Recorded & Maintained at Your Site

Site Requirements

- VU-ACD/100 MIS Server
- Serial Port (DB25 Female)
- Readerboard Display Output
- (1) Two-wire Loop Start Tie Line with E&M Signaling for ACD Queue/Announcement
- 1) Analog Telephone Line for Modem
- (1) Analog Telephone Line for MAC
- 110vAC/15A Outlet

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