

XARIOS

TECHNOLOGIES

Q-Minder

Don't keep your customers waiting

Q-Minder provides an effective way of managing peaks in inbound call traffic, making the most of staff time and minimizing customers' active wait time.



In an ideal world every customers' call would be answered immediately - but in reality, all businesses will have times of the day when there are more calls than can be handled, resulting in customers having to wait.

Q-Minder greatly improves your customer's experience by offering inbound callers the option of being called back when someone is available to help them.

Your customers can get on with their day while Q-Minder waits on their behalf. As soon as an agent is available to handle the customer's request, the system will automatically dial your customer and connect the call.

In addition to improved customer satisfaction by saving your customer's time, recurring cost

from trunk lines and free phone numbers are minimized along with queue time.

Q-Minder will ask the caller on what number they wish to be called back and if required can also take a short message from the caller to find out the nature of the call. This allows the member of staff handling their enquiry the chance to prepare before they are connected to the customer.

Q-Minder can be used across multiple inbound groups and can be designed to function independently for each group. Each Queue can be configured with a specific caller ID, so your customer knows who is calling.

Key Features

- Only offer callbacks during busy periods
- Play position in queue and expected time to answer to customer
- Only offer call backs when queues hit a certain length
- Enforce call backs if queues get too long
- Show Q-Minder stats on MiVoice Office Wallboards/Dashboards
- Queue callbacks in a database or live with the same priority as live customer calls

Benefits

- Keep staff busy by spreading inbound traffic into quiet periods
- Improves the customer service experience
- Reduced costs on 'freephone' lines
- Use custom prompts to maintain corporate branding
- Extensive configuration options
- Reports produced on user information, usage and callback times
- Prioritize live calls over callbacks if required

Operating Systems

- Windows 10 Pro 64bit
- Windows 2012R2, 2016 Standard/Enterprise/Datacenter 64-bit

Note: Windows Server Core installations are not supported. Windows Server Small Business/Foundation/Essential versions are not supported

Supported Virtualization Environments

- VMWare ESXi v5.1, v5.5, v6.0, v6.5
- Hyper-V 2012 R2, 2016

Client Requirements

- Microsoft Internet Explorer: 11 (Not in compatibility mode)
- Chrome: 68 or greater
- Mozilla Firefox: 61 or greater
- Microsoft Edge: Current

Hardware Requirements

0-30 Channels

- CPU: 1 x Intel Dual core i3 @ 3.3 GHz
- RAM: 4 GB
- HDD: 100 GB

31-120 Channels

- CPU: 1 x Intel Quad core Xeon @ 3.1 GHz
- RAM: 8 GB
- HDD: 100 GB

121-240 Channels

- CPU: 2 x Intel Quad core Xeon @ 3.1 GHz
- RAM: 16 GB
- HDD: 100 GB

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