8x8 Virtual Contact Center
Queued Callback

8x8 Global Cloud Communications

Eliminate Waiting on Hold

Have you ever wondered what it would be like to be in two places at once? With 8x8's Queued Callback, your callers can do just that.

Queued Callback gives your customers the option to stop waiting on hold, identify themselves and get an automatic callback when an agent becomes available. So your customers stay in a virtual line—and can go about their business.

8x8 Queued Callback Helps You:

- **Increase customer satisfaction**—Customers get quick solutions to any problem without waiting on hold—what more can a customer ask for?

- **Become easier to do business with**—When agents are armed with the right information before contact is made, first call resolution goes up and call durations go down.

- **Build customer loyalty**—Differentiate your brand by enhancing your customer's experience.

Key Features

- **Configurable queue length**—Once the queue reaches a pre-determined length, callers are offered the Queued Callback option.

- **Opt out of queue**—Customers are offered a chance to opt out of the queue and select a callback after a certain amount of time without losing their place in line.

- **Callback with 'screen pop'**—Once it's the customer's turn to be called, the agent gets a screen pop with all of the relevant information, and the customer is called as soon as the agent is fully prepared.

For more information, call 1.866.862.2811 or visit 8x8.com

8x8

Easier Customer Experience

- **Shorter wait times**—With Queued Callback, long hold times are eliminated, and abandoned calls are reduced. The result is an improved average speed-of-answer and happier customers.

- **Increase agent effectiveness**—Agents are presented with a "screen pop" of the customer's CRM record before calling the customer so they can gather any needed information. Then they are better prepared to quickly solve the customer's problem.

- **Regulatory relief**—For regulated industries, time spent waiting for a callback is typically not counted against hold time and average answering speed measurements. Changing these metrics allows companies to reduce staffing levels at peak call times, providing significant cost savings.

Caller hold time is 15 minutes	
Queued Callback	Standard Queue
Be called back in 15 minutes	Wait on hold for 15 minutes
Customer is free to do other things while waiting for call back	Customer waits...
In 15 minutes, agent calls back customer	After 15 minutes on hold, agent connects with customer