

KEEP MY PLACE IN QUEUE

Unity Keep My Place In Queue (KMPIQ) is an add-on capability for the BroadSoft ACD solution that allows inbound queued callers to request a Callback when they reach the front of the queue.

As an add-on option for the Unity Agent and Supervisor Windows clients, KMPIQ improves customer service by holding on behalf of the caller, who is safe in the knowledge that they will be called back when they are next to be answered.

This capability dramatically improves comfort levels for callers and stress levels for agent teams. There are no limits to how many inbound callers can be offered KMPIQ ensuring 100% answer rates for incoming calls.

KMPIQ IS AN ADD-ON OPTION FOR THE UNITY AGENT AND SUPERVISOR WINDOWS CLIENTS. IT IMPROVES CUSTOMER SERVICE BY HOLDING ON BEHALF OF THE CALLER, SAFE IN THE KNOWLEDGE THAT THEY WILL BE CALLED BACK WHEN THEY ARE NEXT TO BE ANSWERED. 55

NO 'SLOTS' LIMITATION

There is no limitation on slots or capacity for the numbers of Callbacks that can be queued.

AN END TO ABANDONED CALLS?

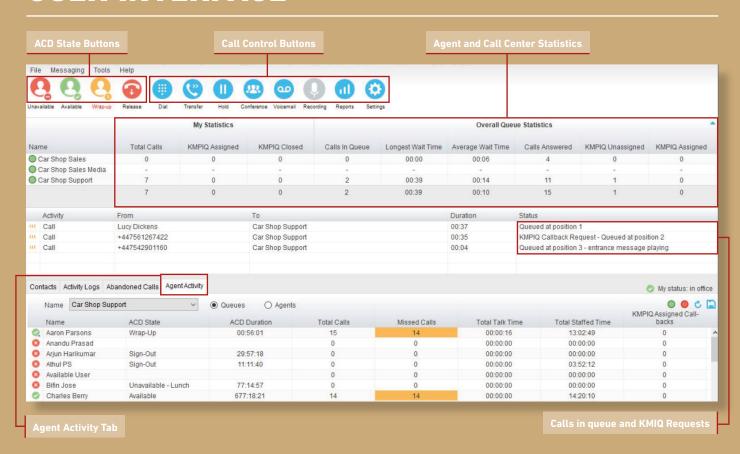
Through the use of KMPIQ Callbacks, reduce abandoned calls to zero.

INTUITIVE ENGINEERING

Works with existing BroadSoft call center agent standard and premium, with no engineering required on BroadSoft platform.



KEEP MY PLACE IN QUEUE – USER INTERFACE





PERSONAL WALLBOARD

Track Calls In Queue as well as KMPIQ requests, KMPIQ Average Callback Time and KMPIQ assigned, unassigned and closed Callbacks.

CALLBACK CONTROL

Agents can end KMPIQ Callbacks without fully closing the conversation, allowing greater control over calls with options such as transferring and calling back again.

KMPIQ features intuitive call tracking and timestamping to ensure queued Callbacks always get to an equipped Agent.

Customers are given a greater level of freedom when making a call. Provided the inbound calling customer is using a number that can be called back, customers are prompted to end the call. They will then receive a Callback later when they reach the front of the queue.

AGENT MANAGEMENT

As a supervisor, assign, monitor and manage Callbacks across your contact center. With silent monitor and barge-in options available.

CALLBACK PROMPTS

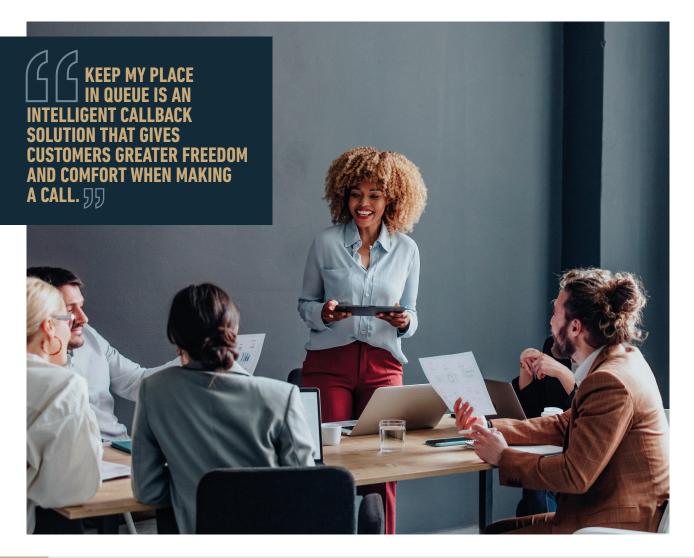
Adjust settings to prompt an agent to make a KMPIQ Callback when it reaches the top of their queue, or have the Callback dial automatically when the agent becomes available.

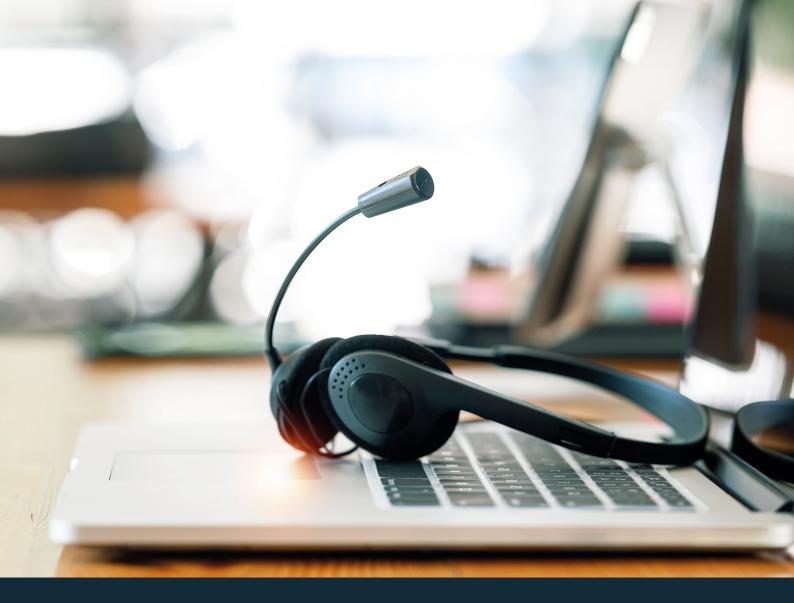
TEMPLATES

Easily build interface templates that are dedicated primarily to KMPIQ. Templates can be tailored to include only call and KMPIQ tracking metrics.

DYNAMIC ACD INTEGRATION

Answering a KMPIQ Callback automatically sets the agent to unavailable, removing them from receiving calls in the queue until completion.





ABOUT KAKAPO SYSTEMS

At Kakapo Systems, we are software solutions providers developing apps that enhance call and contact center offerings for the Cisco® BroadSoft® platform.

Our solutions are built for small to medium businesses, with an ethos that puts genuine human connection and intuitive, feature-rich, yet accessible applications at the forefront of our design decisions.

We are an international company, with offices in London and India, supporting clients all over the world.

NEXT STEPS

To request a free trial or demo of Keep My Place In Queue:



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