



KAKAPO

SYSTEMS

KEEP MY PLACE IN QUEUE (KMPIQ)

Intuitive virtual queueing software enabling inbound callers to request a callback, when they reach the front of the queue

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. ”

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

ACD State Buttons

File

Messaging

Tools

Help

Unavailable

Available

Wrap-up

Release

Dial

Transfer

Hold

Conference

Voiceemail

Recording

Reports

Settings

Call Control Buttons

Agent and Call Center Statistics

My Statistics

Name	Total Calls	KMPIQ Assigned	KMPIQ Closed	Calls In Queue	Longest Wait Time	Average Wait Time	Calls Answered	KMPIQ Unassigned	KMPIQ Assigned
Car Shop Sales	0	0	0	0	00:00	00:06	4	0	0
Car Shop Sales Media	-	-	-	-	-	-	-	-	-
Car Shop Support	7	0	0	2	00:39	00:14	11	1	0
	7	0	0	2	00:39	00:10	15	1	0

Overall Queue Statistics

Activity	From	To	Duration	Status
Call	Lucy Dickens	Car Shop Support	00:37	Queued at position 1
Call	+447561267422	Car Shop Support	00:35	KMPIQ Callback Request - Queued at position 2
Call	+447542901160	Car Shop Support	00:04	Queued at position 3 - entrance message playing

Contacts

Activity Logs

Abandoned Calls

Agent Activity

My status: in office

Queues

Agents

Name	ACD State	ACD Duration	Total Calls	Missed Calls	Total Talk Time	Total Staffed Time	KMPIQ Assigned Call-backs
Aaron Parsons	Wrap-Up	00:56:01	15	14	00:00:16	13:02:49	0
Anandu Prasad			0	0	00:00:00	00:00:00	0
Arjun Harikumar	Sign-Out	29:57:18	0	0	00:00:00	00:00:00	0
Athul PS	Sign-Out	11:11:40	0	0	00:00:00	03:52:12	0
Available User			0	0	00:00:00	00:00:00	0
Bifin Jose	Unavailable - Lunch	77:14:57	0	0	00:00:00	00:00:00	0
Charles Berry	Available	677:18:21	14	14	00:00:00	14:20:10	0

Agent Activity Tab

Calls in queue and KMIQ Requests

PERSONAL WALLBOARD

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

CALLBACK CONTROL

Agents can end KMIQ 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.

“KEEP MY PLACE
IN QUEUE IS AN
INTELLIGENT CALLBACK
SOLUTION THAT GIVES
CUSTOMERS GREATER FREEDOM
AND COMFORT WHEN MAKING
A CALL.”





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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SYSTEMS

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