



Built on the
5-star rated
Q-assign
platform

Call Router

Transform your Salesforce experience with our intelligent Call Router app, ensuring every call is smartly routed to the best agent, for optimal efficiency and customer satisfaction.

Advanced Call Management for Salesforce

Call Router is a groundbreaking Salesforce application that seamlessly integrates with Amazon Connect and Salesforce Service Cloud Voice. It transforms call management by utilizing advanced algorithms and Salesforce data for real-time routing, ensuring that calls are efficiently managed within Salesforce Omni-channel. With its superior routing capabilities, centralized rule management, and optimized agent matching, it significantly enhances the effectiveness and efficiency of handling calls. Built on the renowned Q-assign platform by Ortoo, it offers improved customer experiences, increased sales success, operational efficiency and scalability.

Datasheet

Version 1.0

HIGHLIGHTS



Real-time Call Routing: Seamless integration with Amazon Connect and Salesforce Service Cloud Voice for instant routing decisions.



Intelligent Call Handling: Enhanced pre-routing analysis using caller information for optimal routing.



Advanced Routing Capabilities: Superior mechanisms for matching caller needs with agent expertise.



Centralized Rule Management: User-friendly interface for configuring routing rules.



Optimized Agent Matching: Routes calls to suitable agents, increasing efficiency and success rates.



Efficient Workload Management: Streamlines agent skills and workload management.



Salesforce Native Operation: Utilizes Salesforce data for informed decisions, maintaining security.



Improved Customer Experience: Quick connection to the right agents boosts satisfaction.



Increased Sales and Service Success: Best-fit routing maximizes conversion and resolution rates.



Operational Efficiency: Simplifies routing rules and agent management.



Scalability and Flexibility: Adapts to diverse call volumes and business needs.



Multilingual Support: Routes based on language preferences to appropriate agents.

FREE 30-DAY TRIAL

All of our apps are available on a free 30-day trial from the AppExchange. That's a full trial, with all features enabled and no strings attached.

For further details please contact Sales at sales@ortooapps.com
For technical enquiries email us at support@ortooapps.com

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BENEFITS

Improved Customer Satisfaction

Advanced routing algorithms match customer calls with the most suitable agents, ensuring that inquiries are addressed by personnel with the right skills and knowledge. This tailored approach to customer service not only improves the quality of interactions but also boosts customer satisfaction and loyalty.

Sales and Service Success

By providing sales teams with the tools to efficiently manage and route calls, the Intelligent Call Router helps in capitalizing on sales opportunities and resolving service issues promptly. This leads to increased sales and improved customer retention.

Reduces Administrative Overhead

Streamlines call management processes, reducing response times and operational bottlenecks. By automating call routing based on predefined rules and real-time data, ensures calls are quickly directed to the most appropriate agent or department, minimizing wait times and enhancing overall productivity.

Scalability

The centralized rule management system allows for easy updates and adjustments to call routing protocols. This flexibility, combined with real-time data analysis, enables organizations to adapt swiftly to changing call volumes and patterns.

USE CASES

High-Volume Customer Service Centers

In environments with large call volumes, Intelligent Call Router can efficiently distribute calls, preventing agent overload and ensuring a balanced workload. This is particularly beneficial in customer service centers where managing a high number of incoming calls is crucial.

Multi-Departmental Organizations

For organizations with multiple departments handling diverse queries, Intelligent Call Router can automatically direct calls to the appropriate department based on the nature of the inquiry. This reduces misrouting and enhances the overall efficiency of the organization.

Sales Team Support

Sales teams can use this solution to prioritize calls based on potential sales value or customer importance. This ensures that high-value opportunities are addressed promptly, increasing the chances of successful conversions and revenue generation.

Emergency Response Coordination

In critical situations, like in emergency response centers, Intelligent Call Router can be instrumental in routing calls to the right responders quickly and efficiently, potentially saving lives and resources by reducing response times.

**For further information please contact
one of our Salesforce Automation Specialists**

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