

OZONETEL SALESFORCE CTI

Call Routing Features

Automate your call routing to maximise your agent efficiency and minimize customer friction.

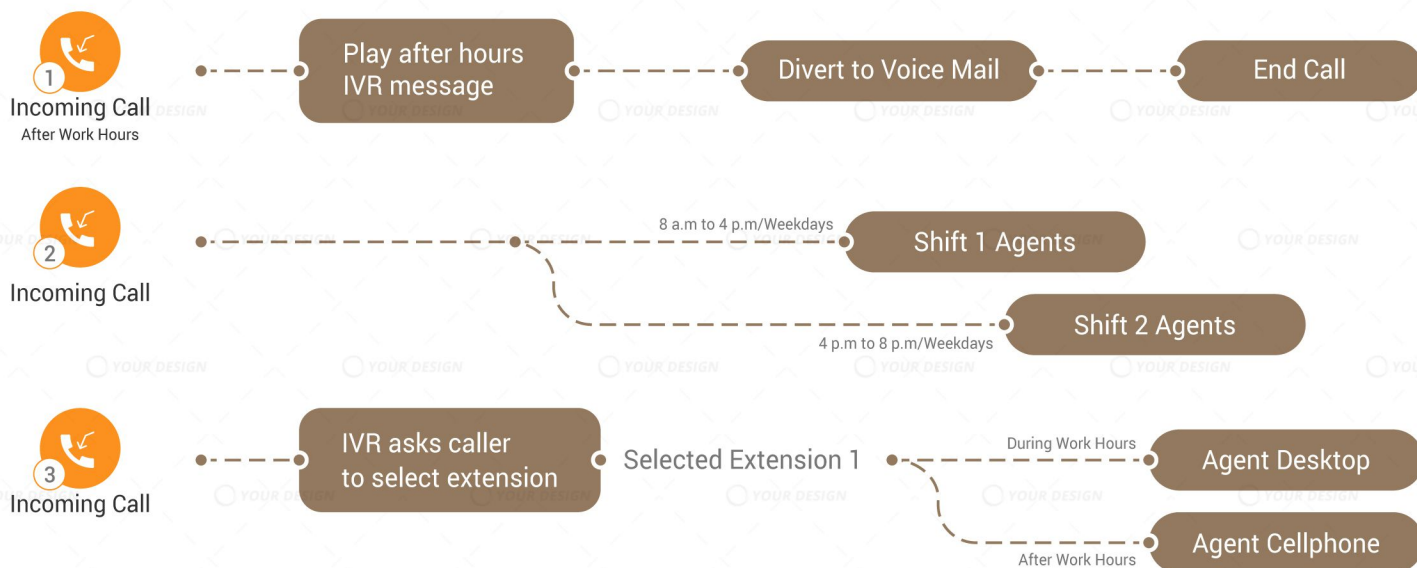
Time Based Routing

Route calls based on time, day or date

Why You Need It

- ✓ To play an "after-hours" or "holiday" message for calls that come in after work hours.
- ✓ To route calls as per agent's shift timings.
- ✓ To send calls to remote workers after work hours.
- ✓ To divert after-hour callers to a voice mail or a self-service IVR.
- ✓ To forward calls from employee's extensions to their cellphones, after-work hours.

How It Works



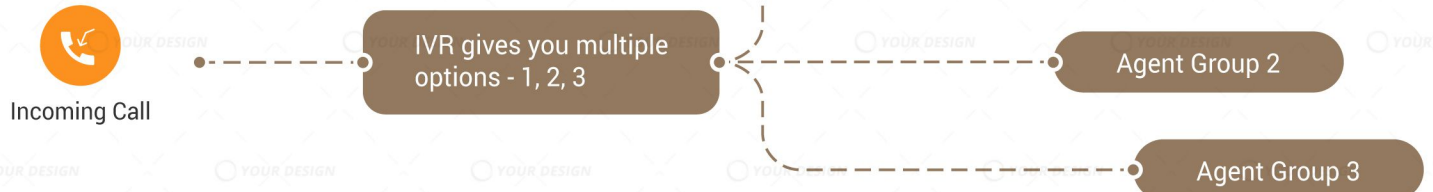
Skill-based Routing

Route calls to different departments or skill groups

Why You Need It

- ✓ To divert callers to agents based on language preferences.
- ✓ To divide your workforce into separate departments and route calls accordingly.
- ✓ To specialise some agents to handle certain tasks or products.

How It Works



Priority Based Routing

Use customer data within salesforce to decide to whom the call should route

Why You Need It

- ✓ To prioritize high value customers.
- ✓ To prioritize customers with open tickets.

How It Works



Fallbacks

Customers hate waiting. Setup fallback rules that come into play whenever caller is in queue for longer than a specified time

