Elastic Call Queuing for NICE CXone

Ensure customers can reach you every time

Elastic Call Queuing for NICE CXone is a solution during inbound call volume spikes or emergency situations that ensures no busy signals, no dropped calls and guarantees that every customer is able to connect with an agent. Build custom messages and IVR options to make customers aware they are in queue and provide channels to connect with agents so that queue volume is handled quickly and efficiently while maintaining a good customer experience.

EXAMPLE USE CASES

A utility company experiences an outage and quickly customizes an IVR message to inform customers of the outage and expected time to repair. The call volume spikes, as expected, but the number of customers remaining in queue to speak to agents remains the same as an average day.

Tax season, open enrollment, retail holiday seasons. These businesses can set thresholds for their queues so that the known call volume they can handle is never exceeded, while setting IVR options in the elastic call queue to triage overflow volume and help keep wait times low.

BENEFITS

- Increased compliance for high call volume handling
- Improved customer experience for in-queue customers
- Increased visibility of call volume and customers in queue
- Assured business continuity with seasonal or unforeseen volume spikes

FEATURES

- No dropped calls or busy signals
- Customizable IVR options to help shorten wait times
- Visibility of queue with metrics such as number of callers, hold times, etc.
- Customizable call thresholds for queuing calls

Make experiences *flow*

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

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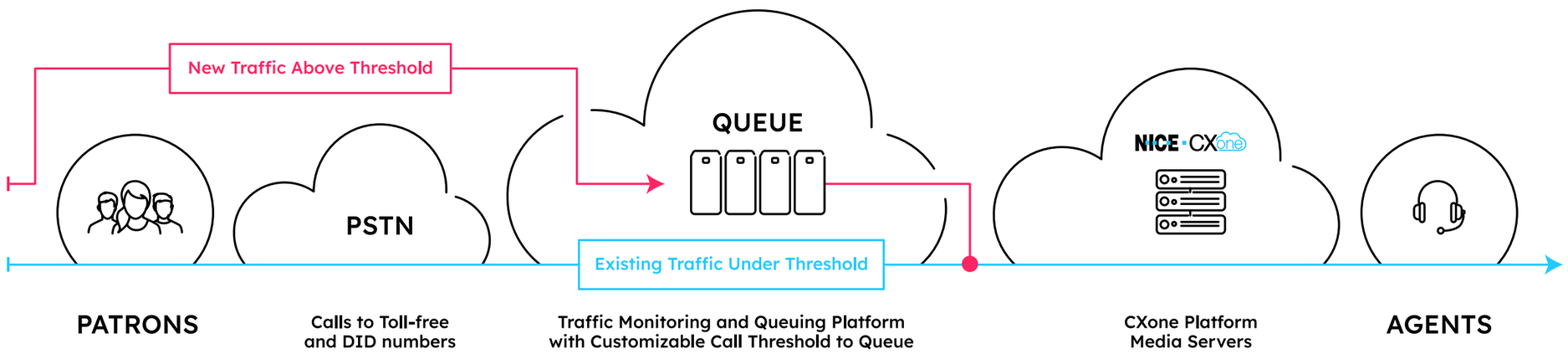
We keep track of concurrent calls (and/or CPS) to specific Toll-free and DID numbers to make sure call volume is under the queuing threshold, which is customizable. During normal periods, all traffic is allowed to pass to NICE CXone. Once the concurrent call threshold is reached, new calls are routed to a queue. Active calls are not affected. Once an agent becomes available, the next call in the queue is sent to the agent on a first-in, first-out basis.