

change pic?

KLAVOO CALLBACK REQUEST

HELPING YOU HELP YOUR CUSTOMERS

PRODUCT OVERVIEW

Klavoo Callback Request innovatively transforms your Avaya Contact Center by reducing wait times and streamlining customer interactions in busy contact center environments. It's designed with efficiency in mind, offering a solution that eliminates long queues and enhances service quality.

KEY FEATURES



01

INTELLIGENT CALLBACK SYSTEM

- **Queue-Based Callbacks:** Offers callbacks to customers waiting in the queue, reducing wait times and improving satisfaction.
- **Scheduled Callbacks:** Allows customers to schedule callbacks at convenient times, adding flexibility to customer service.



02

IMMEDIATE RESPONSE CAPABILITY

- **Real-Time Agent Availability:** Automatically connects customers with an available agent for immediate callbacks.
- **Efficient Call Management:** Reduces queue congestion by promptly addressing customer needs.



03

ABANDONED CALL TRACKING

- **Re-engagement with Customers:** Captures abandoned calls and reaches out to those customers as a priority.
- **Understanding Customer Needs:** Asks for the reason behind call abandonment and assesses the need for further assistance.

ADD ONE HERE



04

ENHANCED CUSTOMER EXPERIENCE

- **Reduced Waiting Time:** Significantly lowers the time customers spend in queues.
- **Personalized Interactions:** Tailors the callback experience to individual customer preferences.

05

SEAMLESS INTEGRATION WITH AVAYA SYSTEMS

- **Compatibility:** Designed to integrate effortlessly with existing Avaya Aura systems.
- **Unified Communications:** Maintains consistency with the contact center's communication infrastructure.

06

ADVANCED ANALYTICS AND REPORTING

- **Detailed Insights:** Gathers data on callback requests, abandoned calls, and agent interactions.
- **Performance Metrics:** Analyzes call center efficiency and customer satisfaction levels.

07

CUSTOMIZABLE USER INTERFACE

- **User-Friendly Design:** Intuitive interface for both customers and agents.
- **Adaptable Layout:** Ability to tailor the interface's look and feel to match the contact center's branding.

08

SCALABLE SOLUTION

- **Adapts to Growth:** Easily scales to accommodate the evolving demands of growing contact centers.
- **Flexible Implementation:** Suitable for both small businesses and large enterprises.

09

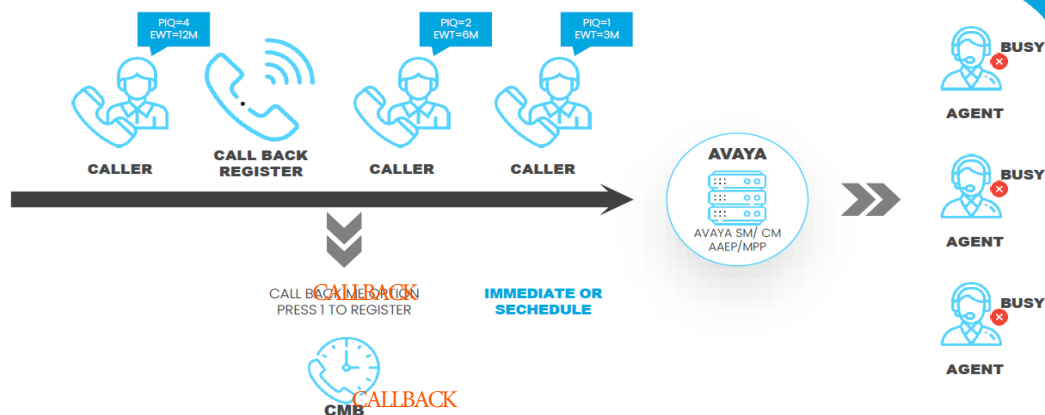
ROBUST SECURITY AND COMPLIANCE

- **Data Protection:** Ensures customer data is handled securely and in compliance with regulations.
- **Access Management:** Implements strict access controls for sensitive information.

AVAYA

ARTELCO

HOW CALL ME WORKS



CUSTOMIZATION AND SUPPORT

- **Tailored Solutions:** Clients can request specific features or integrations to align with their unique operational requirements.
- **Dedicated Support:** Ongoing technical support and regular updates to ensure optimal performance and adaptation to new technologies.