



LET`S TALK

THE SAMWIN CALL BACK FEATURE

SPECIAL SOLUTIONS

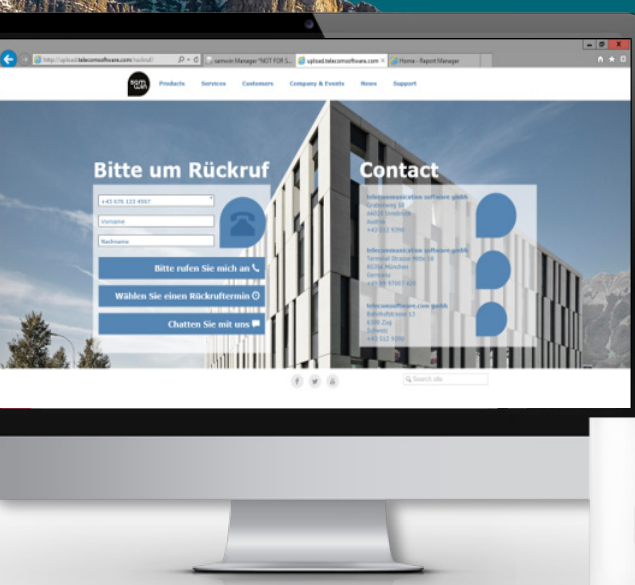
samwin.net/speialsolutions

BRIEF DESCRIPTION

Expand your contact centre today with the very useful samwin callback function. You can reduce waiting times without subsequent installation or the integration of additional software, and thus obtain more flexibility in your contact centre.

MORE FLEXIBILITY WITH SAMWIN 8

With the samwin Feature Package Call Back, you can expand your samwin contact centre with special useful functions. Increase your possibilities with samwin 8.



This is how it works!

If you have long waiting times in your contact centre or if a call takes place outside business hours, you simply provide your client with a convenient return call in the future. You define your own call-back groups in your teams who reliably take care of their callers according to their availability and call them back. The generation can take place automatically, manually, or with the inclusion of additional information sources.

More customer satisfaction

Without long and unnecessary times in the queue, you increase your callers' satisfaction. Your clients are free from peak call-times and resource shortages. This means a significant increase in customer satisfaction.

Shorter waiting times!

With the Call Back Feature, a high call volume can be moved to less busy times so that you can use your resources ideally and your callers can count on shorter or no waiting times.