

Getting across important messaging

eve's call centre functionality provides highly visual wallboard displays and Automatic Call Distribution.

Call centre

Wallboards

eve's call centre functionality means gives businesses a customer service offering, however big or small. Giving you immediate visibility of call numbers, answer times, user availability and much more.

Typically displayed on a large, wall mounted monitor, visibility is improved and collaborative working is enhanced.

Automatic Call Distribution (ACD)

eve's Automatic Call Distribution (ACD) directs inbound calls to specific agents and allows you to select recordings, queues or diversions. Callers will never face the frustration of reaching an engaged tone and you can take the opportunity to use recordings to get across important sales messaging or out of office information.

KEY BENEFITS

Real-time statistics

eve's wallboard functionality draws through live statistics so that you can view the number of calls, average answer time and number of dropped calls, as they happen.

Customisable view

You will have the freedom to create your own bespoke view with a customisable layout. This can be controlled using eve's intuitive portal.

Happy customers

By using eve's ACD to direct callers to recordings, alternative agents or into a queue where they receive comfort messaging. Customers can be reassured that their call is being attended to.

Sales opportunities

If you have important and timely messaging, you can use eve's ACD recorded messaging to reach your audience.

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