ProConnect Intelligent Agent
QforME

ProConnect

Reduce customer frustration by minimizing the time spent on hold. QforMe provides callers with the option to request a callback from the next available agent instead of waiting on hold.

Your customers don't like waiting on hold, but nobody wants to lose their place in the queue either. With QforMe, your callers have the option to request a callback from the next available agent, allowing them to disconnect from the call and attend to other things. QforMe is quick and easy to establish on the ProConnect Intelligent Agent cloud-based platform. The application confirms the telephone number for the return call based on the caller ID – if caller ID is unavailable, QforMe prompts callers to enter their call- back number using their telephone keypad. An agent will be prompted to return the call, your customer keeps his or her place in the queue, and abandoned calls and network costs are minimized.

QforMe Provides Choice and Control for the Customer

- Increase customer service with choice and convenience
- Reduce the likelihood of call abandonment
- Easy to customize, simple to implement and manage
- Contain network costs by minimizing the rate of idle calls

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