

Does your phone system improve your customer service?

Does your customer service team have the current features they need to manage the call levels they are experiencing? Your system should provide call queuing, report generation, and CRM integrations. Use this checklist to see if your phone system is improving your customer service efficiency!

CHECKLIST

Does your phone system allow for appropriate training features to help create an effective customer service team?

Does your system provide you with data or metrics that you can use to improve your team?

CALL MONITORING

Do your phones have....

- Whisper-** Speak to CS rep during live calls without customers hearing
- Barge-** Speak to both customers and CS rep during live calls
- Spy-** Listen to CS rep and customer during a call without either hearing
- Call recording**

CALL REPORTS

Your system provides....

- Real-time Queue Reports**
- Historical Agent Reports**
- Report Exports**
- Contact Resolution Reports**
- Historical Contact Reports**



Does your phone system allow for call queuing?

QUEUING

Your system lets you....

- Prioritize Inbound Calls**
- Use Automatic Call Distribution (ACD)**
- 'Weight' Inbound Calls**