

Coral IPx – SeaMail APDL Intelligent Queuing



Impact Your Organization's Bottom Line with the Coral IPx and SeaMail's IQ

Your customers have certain expectations when they need to reach you. They want their call to be handled efficiently, be provided with accurate information about their wait time, and have alternate options to reach an agent when calling at peak hours. iQ enables sophisticated automatic call distribution scenarios through an intelligent queuing mechanism. Expanding upon the automatic call distribution capabilities of the Coral IPx* that queues and transfers caller to live agents, iQ provides additional layers of call distribution functionality that takes care of callers. Callers know their position in the queue, their expected wait time, and can leave a message or even request a call back at a convenient time.



Real-time queue monitoring, historical data, and a call record function allows you to analyze your call center so you can continuously improve your customer relationships, while optimizing the effectiveness of your agents. With no limit on the number of agents iQ can monitor, iQ has the ability to expand with your organization.

- ✓ Monitors the ACD queue and tracks live agents' status
- ✓ In-queue messaging can play announcements as the caller waits, or use IVR (Interactive Voice Response) to allow caller to make choices about his wait in queue.
- ✓ Informs caller of place in queue and average wait time.
- ✓ Leave a message option.
- ✓ Callback option to allow caller to request a call at a convenient time.
- ✓ Real-time queue monitoring and reports generator for effective call center management.
- ✓ Comprehensive Management Reporting Dashboard
- ✓ iQ provides real-time queue monitoring and a reports generator that helps you analyze the effectiveness of your call center.

*iQ option only available with SeaMail APDL version and Coral IPx systems

Real-Time Queue Monitor

- ✓ Web-based, real-time data
- ✓ Snapshot to determine peak call periods
- ✓ Caller status by queue
- ✓ Agent status by queue
- ✓ Callback queues

Reports Generator

- ✓ Flexibility to slice data by queue, entry point, date/time & more
- ✓ Receive summary reports or complete call lists
- ✓ Web-based or Excel output

Call Recorder (optional)

- ✓ Configure the Frequency
- ✓ Listen to calls as wav files
- ✓ Send recordings as email

