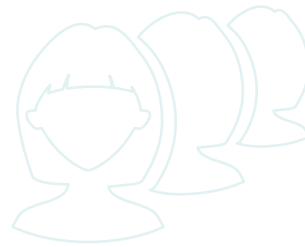**telestax**

Maximize Contact Center Resources with Call Queuing

Call Queuing is a cloud-based solution that places callers in a virtual queue while contact center agents are busy with other customers. The queued calls are distributed to the next available agent in the order received, allowing businesses to serve customers promptly and efficiently.

Included as part of your base Restcomm services, leverage Call Queuing features to:

- *Maximize Call Center Resources*

- *Improve Customer Experience*

- *Cut Costs on Equipment, Hold Times, Upcharges, and more*

According to a recent market research report from Mordor Intelligence, the cloud-based contact center market accounted for $13.17 billion in 2019 and is projected to reach $49.12 billion by 2025, at a compound annual growth rate (CAGR) of nearly 25 percent.[1]

With nearly 90 percent of organizations seeking to invest in customer experience initiatives, the demand for Call Queuing is likely to expand significantly, especially as more businesses add virtual call centers.[2]

Call Queuing allows contact centers to scale agents, without the need to purchase new hardware. Any agent with an internet browser can directly call into the queue and begin taking customer calls.

CALL QUEUING FACTS

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90%

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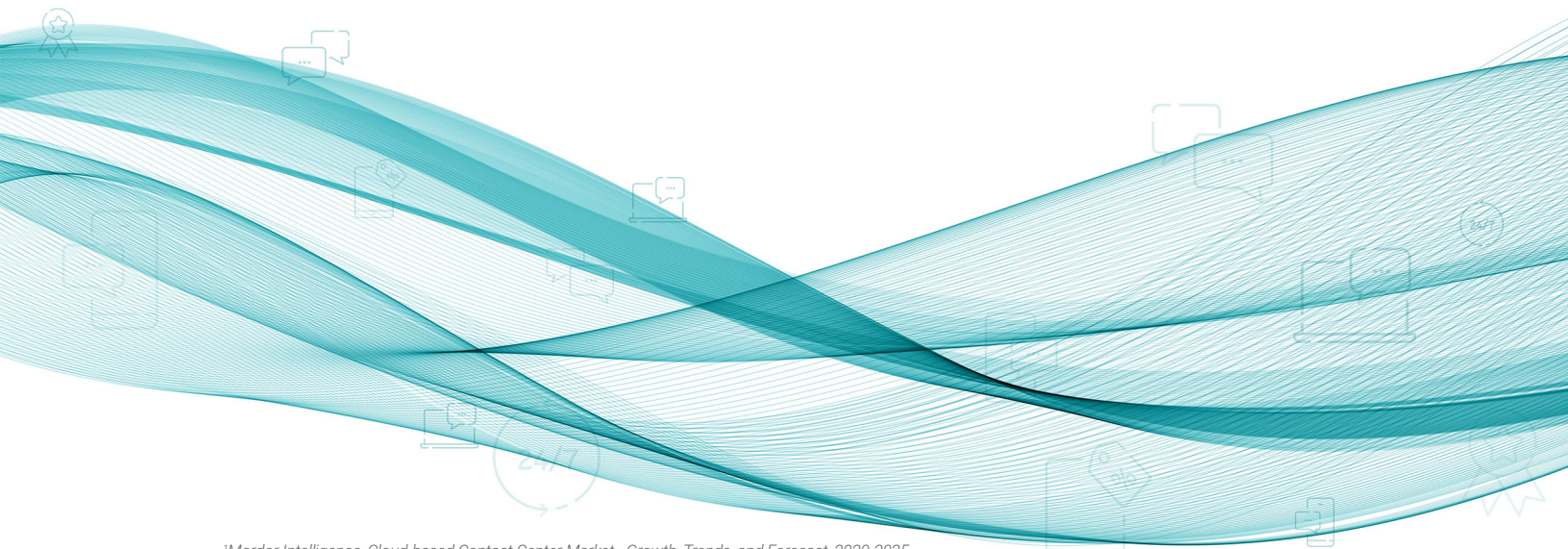
[1]*Mordor Intelligence, Cloud-based Contact Center Market - Growth, Trends, and Forecast, 2020-2025.*
[2]*Deloitte, 2017 Global Contact Center Survey*

The Telestax Difference

As part of the Restcomm platform, Telestax Call Queuing works seamlessly with an extensive library of programmable voice and programmable SMS APIs that can be used to build custom solutions - or simply deploy Call Queuing as a standalone application.

Getting Set Up

Restcomm Cloud Users
Create the required application URLs for the agent and customer. Insert custom Restcomm markup language (RCML) code as per your business rule requirements.
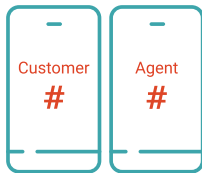
Phone Number Provisioning
Provision or reserve at least two voice-enabled phone numbers. One number (public) is provided to customers so they can call into the customer queue. The second number (private) is for agents dialing into the agent queue.

Customer #   Agent #

Create New Queue
Once agents have dialed in and are ready to take calls, businesses can share the customer-facing phone number(s) with their clients to enable a more professional and engaging experience for callers.

Customer Number	Agent Number
/callqueue/provisioning	/callqueue/provisioning
{ "Phone Number", "Application_URL", "Queue Name", ... }	{ "Phone Number", "Application_URL", "Queue Name", ... }
Share Customer Number with Clients	**Share Agent Number with Agents**

With Call Queuing, contact centers can now offer an improved customer experience while saving time and money.

5 Key Advantages of Telestax Call Queuing

Critical Call Center Services
Enable the high-demand contact center functionality of call queuing.

Restcomm APIs
Extend capabilities of the Restcomm platform with call queuing included for current customers.

Accelerated Deployment
Cut launch time from days to hours at a cost that allows any size business to enter the market with ease.

Unlimited Scalability
Set up call queues for multiple business segments or departments.

Bring Your Own Carrier (BYOC)
Reduce costs and enable better delivery rates by using your own phone numbers and network. With BYOC options, providers can leverage their own numbers to get started quickly, offering this critical functionality to enterprise customers.

Enable Call Queuing for your enterprise customers today.

Contact us at info@telestax.com.

telestax

Bringing CPaaS to the communications industry, helping businesses to embrace the digital transformation.

www.telestax.com