

TIME CLOUD COMMUNICATIONS CONTACT CENTRE



YOUR OBVIOUS CHOICE FOR UNRIVALLED CUSTOMER EXPERIENCE

TIME Cloud Communications Contact Centre is a cloud-based system that allows you to respond to your customers faster. Removing the complexity of managing your business calls, we provide a flexible solution that is not only cost-efficient, but also easy to implement to meet your customers' expectations.

KEY FEATURES



Call Distribution

Incoming calls from a single phone number are distributed to multiple agents.



Call Queuing

Incoming calls that cannot be answered are put in queue until agents are available.



Statistical Reports

Comprehensive reporting and statistics on incoming, abandoned, answered and rejected calls.



On-Hold Music

Music can be uploaded for calls that are queuing.



Overflow Service

Calls are moved to a pre-set destination when the group is unable to answer calls.



Auto Attendant

Calls are deflected to a given destination outside of business hours.