

NFON Nmonitoring Queues

Make short work of long queues.



Ace more calls.

Waste less money.

Need your support centre to deliver better customer experiences? But struggling to do it with already over-stretched staff and over-squeezed budgets? Nmonitoring Queues is here to help you do more with less.

It's a natural add-on to Cloudya, equipping supervisors and agents with the tools they need to work smarter and faster.

- Monitor activity in call queues
- Track KPIs through built-in wallboards
- See which queues are busiest, so agents can easily jump in and help out
- Clearly log work breaks so everyone knows who's available (and who's not)
- Give every customer a great experience
- And much more

Loaded with features



Real-time monitoring

Active calls. Queues. Outbound campaigns. Agents and supervisors can stay on top of it all through a simple, live web interface.



In-depth analysis

Detailed reports let you spot the root cause of performance issues at a glance so staff can deal with them straight away.



Unlimited wallboards

Choose from 180 KPIs to create and monitor customised reporting structures using simple drag-and-drop tools.

Let's make life easier



For agents, supervisors, and support managers

Take performance up a notch by empowering customer support staff in all roles.



Simple to set up

It works on top of your existing telephony. Just book it through your partner and you're good to go.



User-friendly interface

Guides your agents to delivering high quality customer support for every call they handle.



Scales with you

Only pay for as many agents as are using it. Adjust as needed on a monthly basis.

Boost agent productivity through the roof.

In the office. At home. On the go. Wherever your agents work, Nmonitoring Queues is painless to set up and use. Its web-based interface works on any computer in combination with Cloudya. And with its intuitive functions, your agents will be closing more calls with more smiles – quicker than ever.

Make staff planning a breeze for supervisors.

Need to expand capacity at peak times? It couldn't be easier. With clear visibility of inbound and outbound activity, call centre supervisors are abundantly equipped to anticipate, manage and plan staff coverage. Better still, you can flexibly scale the service up and down as demand changes to reduce wait times and maintain a brilliant customer experience.

Help customer-facing teams raise their game.

Lost calls. Connection attempts. Agent sessions. Outcomes. You name it, we can track it. In fact, Nmonitoring Queues offers actionable insights for up to 180 built-in contact centre KPIs. This means you can keep a close eye on whatever metrics matter most for your business – and use these insights to keep on getting better.



Nmonitoring Queues. The waiting is over.

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