NFON Nmonitoring Queues

Need to maximise internal customer support efficiency while minimising costs?

NFON
Cloud Telephone System

Operating an efficient, professional team of support center agents that is maximally available when needed is critical toward delivering a high quality customer experience (CX). At the same time, smart resource and cost planning is essential for healthy business performance.

Empower your customer support team to achieve new levels of performance

Nmonitoring Queues offers an efficient, affordable way to empower your customer-facing support teams. With user-specific functions and views for supervisors and agents, it works as a natural add-on to Cloudya, the NFON Cloud telephone system.

> Monitor activity in their call queues

> Track important KPIs through a built-in wallboard

> Easily see which queues are busiest, so agents can log-in and assist those calls

> Clearly log out work breaks so supervisors and other agents know who is - and who isn't available to handle calls in queues

> Deliver a better experience for customers

Supercharge the efficiency of your agents

Whether your agents work from your office or remotely at home, Nmonitoring Queues is simple to set up and easy to use. It works on any computer through a web-based interface in combination with Cloudya. The intuitive functions help guide your agents to deliver clear, effective customer support through every call quickly.

Give call center supervisors an easier way to plan agent coverage

Nmonitoring Queues offers your business clear visibility into both inbound and outbound call activity. This allows call center supervisors to anticipate, manage, and plan staffing for increased call capacity at peak times. Your organisation also gains the flexibility to scale service up-and down as business requirements change, even on a seasonal basis. As a result, your support teams can reduce wait times and deliver a higher quality customer experience overall.

Upgrade overall call performance for customer-facing teams

Nmonitoring Queues provides actionable insights through up to 180 built-in contact center KPIs that help you monitor what's most important for your business – from lost calls, to connection attempts, to agent sessions and outcomes.

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Key Features include:

Real-time monitoring

Offers agents and supervisors an overview of active calls, queues and outbound campaigns in real-time through a simple web interface.
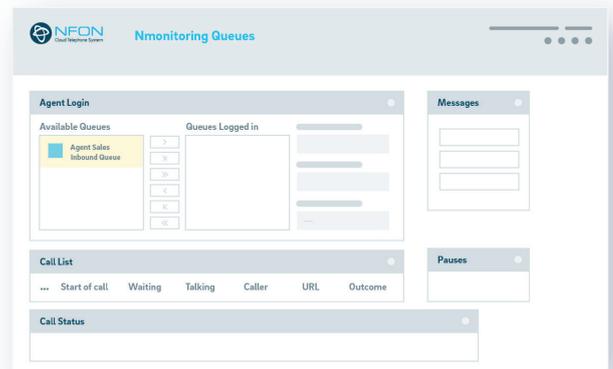
Comprehensive analysis

Detailed reports let you identify the root cause of performance issues at a glance so staff can address them immediately.

Unlimited wallboards

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

Who and how Nmonitoring Queues helps:

For agents, supervisors, and support managers

Help improve overall performance by empowering customer support personnel across many roles.

Simple to set up

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

Easy-to-use interface

The intuitive interface helps guide your agents to delivering high quality customer support for every call they handle.

Easily scalable

Only pay for as many agents as are using it – and adjust as needed on a monthly basis.

Looking to deliver higher quality support for all your customers?

Nmonitoring Queues offers an efficient, powerful way to empower customer support teams. Through increased visibility, in-depth reporting, fully customisable wallboards, and access to 180 built-in performance KPIs, your live call center/customer support team will be positioned to optimise efficiency and deliver more value to your customers.

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