



QBypass is designed to help call centres best handle peaks in call traffic. When all the agents in the call centre are busy on calls, the QBypass takes the calls, collects the caller's details, and emails this to the call centre agent's inbox.



[QBypass Overflow Handler]

What do you do when all the call centre agents on the TV advert campaign are busy on calls? Just let all the callers hang on waiting in the ACD queue?

People hate waiting in queues!

The Felltech QBypass system answers the calls when all your agents are busy, captures the callers details, then immediately sends an email to the agent's inbox. The first free agent can then call the caller back.

The benefits to your callers is that they don't have to wait in a queue for a free agent, they can leave their details with QBypass, and get on with other things. The capture process has been finely tuned to keep it as simple as possible, which is ideal for callers who are not too familiar or confident with telephones. The caller doesn't have to press any keys, or navigate complex voice menus, they just simply speak their details into the telephone.

The benefits to you are that callers are not wasting their time held in a queue, getting fed up. This eliminates the number people abandoning the queue before they speak to an agent. It makes the job of scheduling staff to handle peaks in call traffic a lot easier because QBypass can handle the overflow. QBypass handles out-of-hours callers, an email with the callers details will be waiting for your agents when they arrive at work in the morning. The caller's emails can be prioritised so that high value callers, can be called back first.

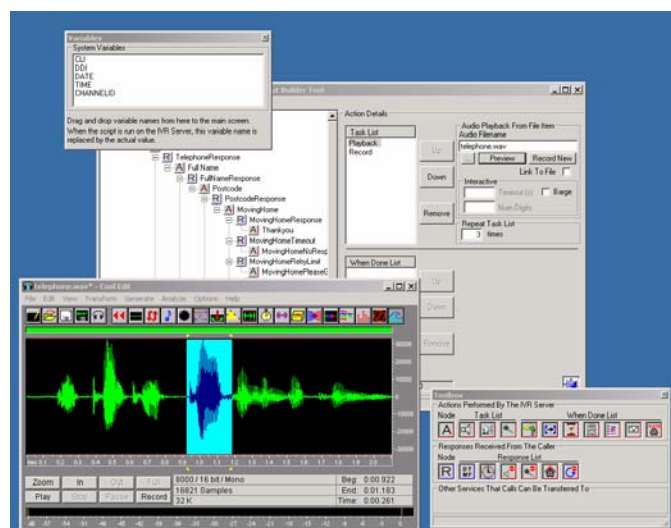
QBypass can be configured to support multiple telephone numbers. Each telephone number (DDI) can have a different script. Emails can be sent to different addresses, depending on the telephone number.

Benefits Summary

- Callers don't wait when all the agents busy
- Easy script to capture callers details
- Less abandoned calls
- Handles out-of-hours callers
- Prioritise call-back emails

Q Bypass integrates with your PBX or direct to trunk lines, it supports most PBX and Telco protocols. It can handle call capacity from 30 to over 1000 simultaneous callers. Caller's details are alerted by email and/or SMS.

IVR Builder Screen Shots



[IVR Script Builder Tool Features]

In addition to handling call centre traffic peaks, QBypass is a fully featured IVR system with a graphical script builder tool. Here are the main features: -

- Simple Explorer Style IVR Menu Creation
- Drag and Drop to creation of IVR Menus
- Graphical IVR scripting tool
 - Audio Playback
 - Audio Record
 - DTMF Tone Detection
 - Voice Detection
 - Send Email
 - Send SMS
 - Log To File
- Supports multiple simultaneous IVR scripts
- Creates XML Script files for the IVR Server
- One button publish to the IVR Server

[IVR Server Features]

- Supports Multiple Independent Scripts
- Script selection by DDI
- Works from XML Script files created by the IVR Script Builder
- Supports multiple simultaneous IVR scripts
- Worldwide protocol support
- Easy PBX integration with Avaya Definity and Meridian PBX and other PBX systems

[Optional Modules]

- SMS alerts
- VoIP (SIP and/or H323) module
- Developer Pack allows extension of standard script functions

[About Felltech]

Felltech are experts at making communication easier. We develop, manufacture and supply the high performance communications systems used by enterprises, telcos and call centres. Our engineers are experts in the telecommunications and networking field and have an excellent track record for delivering quality systems.

[Consulting]

Felltech's professional consulting services provide the skills and technical expertise to get the best from our conference systems. Our consultant engineers have years of experience solving the complex problems raised by integrating telecom systems. They are dedicated to providing you with the very best support to ensure you meet your business targets.

[Support]

Felltech offers warranty, service and support for all its conferencing products. We empower you by providing good maintenance working practices, training to use diagnostic tools, and good documentation. Our comprehensive support services include:

- Live telephone support
- Remote diagnostics and problem resolution via dial-up or secure Internet
- Comprehensive status logging
- On-site maintenance requests

We also provide customised support packages to fit your SLA (Service Level Agreement) requirements.

Call Our Product Experts Today To Discover How QBypass Can Improve Your Customer Experience!

Call 01434 380000 Ask For Ian

- or -

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