





iQueue's technical feature list

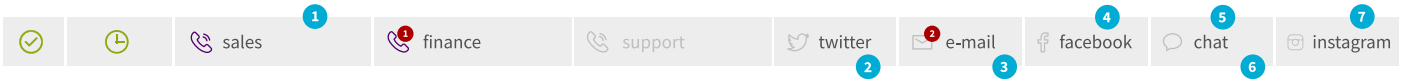


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iQueue taskbar



Application for users who want to use iQueue contacts

- Enables the user to use the desired communication channels in the most efficient way;
- Supports for Windows desktop environments, Citrix, Remote desktop and VDI;
- Integration with Swyx and Skype4Business (for call distribution);
- Clear overview of incoming communication types (Web Chat, WhatsApp, E-mail, Twitter, ...);
- Built to integrate in the daily workflow;
- Auto start with Windows;
- Automatic updates

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Call features

Most important call features, delivered by the solution

- Unlimited call groups with flexible configuration;
- High performance distribution of calls for contact centers or receptionists;
- Skill based automated distribution, longest idle, round, ... etc;
- Manual push/pull;
- Configurable after-work & pause types;
- Editable music on hold per distribution group;
- Suitable for marketing on hold, e.g. play attractive product offers during waiting time;
- Up to four configurable group exits for callers;
- SLA (Service Level Agreement) levels per distribution group;
- Call classifications per distribution group;
- Abandoned calls overview for members;
- Live performance statistics for members per group;

- Agent defined membership per distribution group;
- Administrator defined membership per distribution group;
- Spare player membership, i.e. set a member standby per queue;
- VIP caller treatment;
- Distribution of repetitive calls from same telephone number to last handled member;
- Configurable distribution group priority settings;
- Unlimited rules for Open & Closing times per distribution group;
- Active warning “low on members” when logging off or selecting pause status;
- Execute scripts or applications on successful calls with parameters;
- Powerful out-of-the-box reporting with various points of interest;
- Open database for reporting custom tools (local installations);
- Lots of personal settings for members or restriction of rights by administrator.

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Twitter features

Most important Twitter features, delivered by the solution

- Register iQueue as authorized plugin to one or more Twitter account(s);
- Create searches on Mentions, Hashtags, or any other content;
- Support of Twitter advanced search strings;
- Searches are optimized for allowed Twitter search credentials;
- Create Twitter distribution group(s);
- Content is broadcast to Twitter distribution group members;
- Twitter group members can Ignore, Retweet, Respond, or send a direct message;
- Actions taken by members are shared within the group.

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E-mail notification features

Most important features of e-mail notification group, delivered by the solution

- Create E-mail notification distribution group(s);
- Configure up to maximum of 5 IMAP accounts per distribution group;
- Per IMAP account, an INBOX or subfolder can be selected for synchronization;
- Support of SSL, TLS are included (Tested : Exchange, G-mail, Hotmail);
- Members get read-only access to distributed e-mails;
- Unread e-mails are actively notified to members as “open communication task”.

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Facebook

Most important Facebook features

Roadmap Q3

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Web Chat features

Most important web chat features, delivered by the solution

- Visitors are able to ask questions by starting a live chat;
- iQueue members are able to directly respond;
- Add a webchat plugin on almost any website with only a few clicks;
- Add requested or mandatory information to the plugin, e.g. name, e-mail, phone number;
- Create unlimited departments for website visitor (e.g. sales, support, administration,);
- Create target distribution members per department;
- Incoming web chat messages are broadcast to specific or all group members;
- Chat session lock by first responding member;
- Real-time overview of website visitors;
- Chat can be rated by visitors;
- Plugin can be styled with iQueue's stylesheet;
- Configurable images available for the Chat-plugin;
- Offline message via e-mail;
- Chats can be exported by iQueue members.

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WhatsApp chat features

Most important WhatsApp features, delivered by the solution

- Registration of cellphone number for WhatsApp communication;
- Create WhatsApp distribution group(s);
- Incoming WhatsApp messages are broadcast to group members;
- Chat session lock by first responding member;
- Members can receive text, images and location, sent by the WhatsApp contact;
- Members can start WhatsApp conversations with existing contacts;
- Members can see WhatsApp contacts' name, mobile number and avatar;
- Export WhatsApp chat to e-mail.

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Instagram

Most important Instagram features

Roadmap Q3/Q4



iQueue Wallboard Application

- Live wallboard with configurable distribution groups
- Configurable view of member information
- Live information:
 - amount of waiting callers
 - detailed content of the queue
 - logged in members
 - status of members
 - handled calls
 - abandoned calls
 - average waiting time
 - longest waiting caller
- Live visual displaying all live members and queue information
- Authorization for opening wallboard information
- Automatic updates



iQueue Administrator Application

- Create, configure & delete other administrators
- Authorize administrators on their skills or access level
- Configure all supported settings for distribution groups, such as:
 - Call distribution
 - Twitter distribution
 - E-mail notification distribution
 - Web chat distribution
 - WhatsApp distribution
 - Facebook (planned Q3 2016)
 - Instagram (planned Q3/Q4 2016)
- Drag & drop members to change availability
- Configure privileges for members
- Real-time calls overview
- Real-time members overview
- Configure reporting settings and schedules
- Configure log off reasons
- Configure open & closing times
- Automatic updates



iQueue CDR Manager

- Download native CDR (Call Detail Records) from Swyx server
- Search, filter, sort on all available columns
- Export to CSV, Excel or PDF
- Easy access to recorded conversations
- Lock recordings from users with pin code
- Automatic cleanup of old recordings
- Option “Never remove” for individual recordings
- Save recordings in database, FTP or file-share
- Automatic updates