

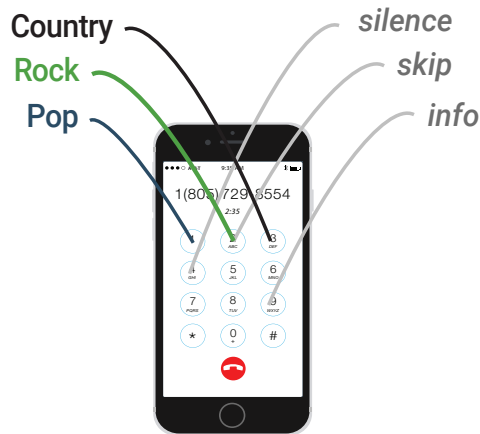


In-Queue Music & Messaging Platform



Revolutionize Your Contact Center.
Empower Your Callers.

We Put Callers in Control of Their Waiting Experience.



No More Elevator Music!

Callers can now select their preferred genre, skip songs, request information, and switch to silence at any time.

Personalized In-Queue Media Platform – How it Works



Customer Chooses Audio Content

Caller picks their preferred audio genre – rock, pop, country, and more. Don't like a track? Press 2 to skip.



Lower Call Center Frustration

Giving the caller control makes the wait much more pleasant. Callers are happier and the average hold time is lowered.



Targeted Marketing Messages

Serve personalized messaging based on caller's history with your company via CRM integration.



Verifiable ROI

Your ROI is quickly realized as abandoned calls are reduced. Callers are willing to wait longer with control of their experience.

Fully-Licensed Music, Curated for Callers

Say goodbye to the elevator music your callers hate listening to and say hello to a rich catalogue of fully-licensed rock, pop, country, funk, jazz, meditative, and other music genres, all represented by some of the most unique and passionate artists performing today. CallQX has working agreements with numerous record labels, maintaining thousands of in-queue song selections to keep your callers engaged for the duration of their on-hold experience.



With CallQX, Everyone Wins.



FOR CALLERS

They get control while waiting in queue with music choices, the skip-a-song feature and personalized messages. It's like their own private Pandora or Spotify!



FOR CALL CENTER AGENTS

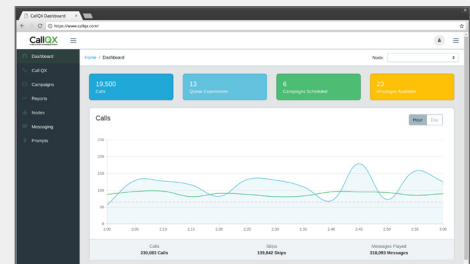
With better music choices and messaging customized to each caller, the agents greet callers who are in a better state of mind. They're not so irritated with the wait.



FOR MANAGEMENT

They use the Dashboard to review extensive analytics with real-time data. Within a 30-day pilot, they get a verifiable ROI, and the continual refinement of playlists will reduce the abandon rate.

Get real-time data and metrics, make live updates, create playlists, configure music settings, and upload/change in-queue messaging at any time!



Order Custom In-Queue Messaging Directly within CallQX!

- Upload your script
- Messages are recorded with a professional voice actor of your choice
- Voice files are typically delivered one business day after the recording session in the required formatting of your IVR or PBX
- Upload your new recordings directly in to CallQX
- Go “live” with your updated messages in real time
- Repeat any time you need new messages!



You Think You Know About CX?

How's Your



Try Our Live In-Queue Demo!
770.752.2925

Contact Us Today for a Personalized Webinar:

770.752.2933 • info@callqx.com