Service Center

For mobile users

- ✓ Answer calls from queues
- ✓ Opt in and out of queues
- ✓ See status on queues and other agents
- ✓ Transfer calls

Attendant Console on the go

Join queues, monitor and transfer

With *Service Center (for mobile users)*, customer care agents can opt in and out of queues and receive calls from them – directly on the mobile phone. Monitor current queue status, wait times, and the other agents in your queues.

When a call is being presented to you, you'll be able to see who's calling and where to (number/queue) before you answer; possibly enriched with data from a lookup in a client database. Of course, calls can easily be transferred to other agents or colleagues in your organization.

This empowers any employee with what they need to be able to join their colleagues in the reception or pitch in at peaks.
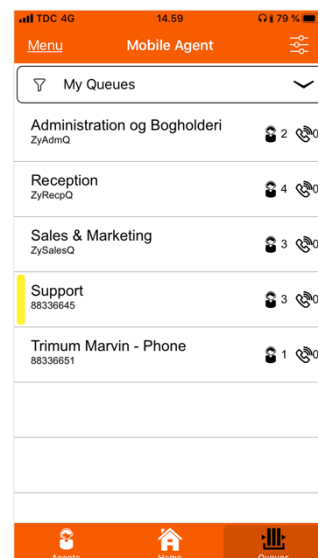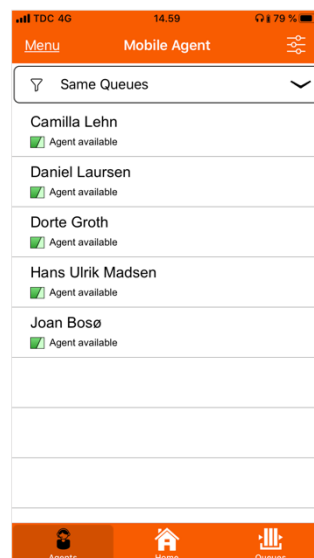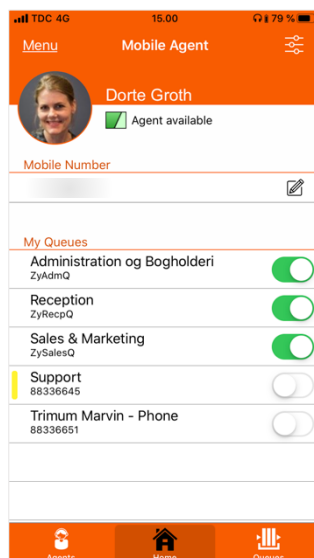
Feature highlights

- ✓ See who's calling and whereto before answering
- ✓ Log in and out of queues on the fly
- ✓ Monitor queues and see status on other agents
- ✓ Lookup in CRM/customer database (option)
- ✓ Work anywhere as an attendant - whenever

About Zylinc

Communicate efficiently with your audiences on all channels, anytime, anywhere - in a single customer service solution

We are experts in unified communications software for customer service centers, contact centers, and receptions – for both mobile and stationary employees. Unified communications is the ability for knowledge workers, customer service agents, and receptionists to handle inquiries through all types of communication channels in a single multi-channel solution.

Zylinc's market-leading solutions are open and easy to integrate with third-party systems. They're made to fit organizations' needs for bridging: between your users/customers and the people who work to service them, between your employees, between your different systems and different types of data, and between technologies. That's why we say that Zylinc is liberating technology.

Founded in 2005, Zylinc has been growing rapidly. Today, more than 2.000.000 people use Zylinc. Our headquarters are in Copenhagen, Denmark.

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