

The Market for Contact Center Queuing Solutions

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Abstracts

By its broadest definition, virtual queuing allows callers waiting on hold for an agent to hang up without losing their place in the queue. Though not a new solution, virtual queuing is not common, despite the way in which it allows enterprises to differentiate via customer service. Despite all of the recent investments in self-service automation and solutions that optimize agent productivity, virtual queuing solutions seem to be a neglected area. When properly deployed, they can offer genuine business benefits, improve customer satisfaction levels, and reduce contact center staffing costs.

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